ADOA – General Accounting Office

AFIS VIRTUAL:
VENDOR CUSTOMER AND MAINTENANCE

PARTICIPANT GUIDE – VIRTUAL V.3

Vendor Customer and Maintenance

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All activity scenarios are displayed with this icon.
NOTE: Typically, the demonstrations are completed with training data. Please be sure to always use this guide for a resource, but always enter your agency data when processing.

VENDOR CUSTOMER AND MAINTENANCE

The Vendor Customer training guide will assist AFIS users to examine how to create and maintain Vendor/Customer records and use the various tables within AFIS to store these records. Users will use documents to create and modify Vendor/Customer records as well as review the tables that are updated by these documents.

Guide Objectives

You will be able to create Vendor Customer records in AFIS based on the following scenarios after completing this course.

- Create and modify Vendor/Customer records
- Look up vendor information in tables and documents
- Examine the structure of vendor and customer accounts in AFIS
- Examine the process of using a Miscellaneous Vendor/Customer account
- Research the updates made to the Vendor/Customer table by the Vendor/Customer Creation document
- Review the customer account dispute process
- Identify the vendor ACH/EFT data in the Vendor/Customer table

Vendors and Customers

Section Objectives

In this section, you will:

- Examine the structure of vendor and customer accounts in AFIS
- Examine the tables used to maintain vendor and customer accounts in AFIS

Section Overview

In order for the State of Arizona to conduct business with a specific vendor or customer, the vendor or customer must be active and approved in the AFIS Vendor/Customer (VCUST) table. One person or business entity may serve as both a vendor and a customer to the State of Arizona, and the management of both types of records is done using Vendor/Customer Creation and Modification based documents.

Vendor / Customer Structure Overview

In AFIS, the same tables and documents are used to manage both vendors and customers. AFIS supports both centralized and decentralized maintenance of vendor and customer records. The key types of information captured in the AFIS Vendor/Customer data model are:

- Legal name/DBA
- 1099 tax information
- Address information (Payment, Ordering, Billing, etc.)
- Default disbursement options
- ACH information (vendor and address level)
- Prevent new spending control by Department
- Business Type information

The creation of Vendor/Customer records on the Vendor/Customer table is done using the Vendor/Customer Creation (VCC) based document codes listed below:

- **VCCD1** – Vendor/Customer Creation – Agency Entry
- **VCCIV1**– Vendor/Customer Creation – Arizona Procurement Portal (APP)
- **VCCG1** – Vendor/Customer Creation – GAO
- **VCCE1** – Vendor/Customer Creation – EFT

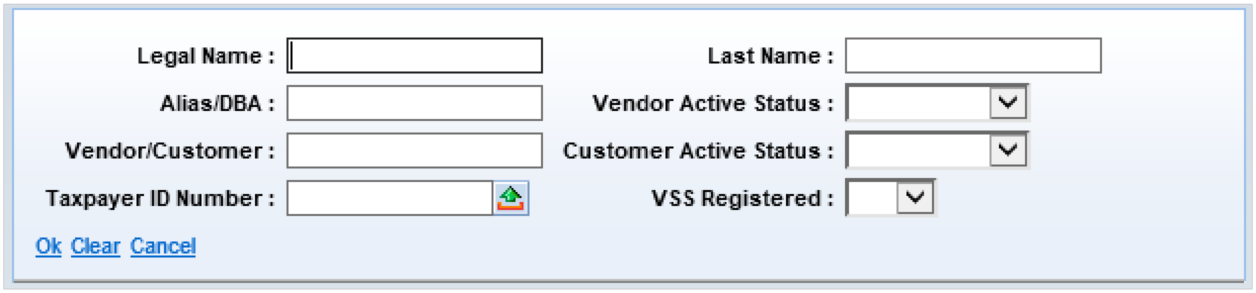
The modification of Vendor/Customer records on the Vendor/Customer table is done using the Vendor/Customer Modification (VCM) based document codes listed below:

- **VCMD1** – Vendor/Customer Modification – Agency Entry
- **VCMIV1** – Vendor/Customer Modification – APP
- **VCMG1** – Vendor/Customer Modification – GAO
- **VCME1** – Vendor/Customer Modification – EFT

For customer records, both the VCC and VCM based documents may be used to relate the record to a Billing Profile, and/or to create a customer account. Billing Profiles are established by Departments on the Billing Profile (BPRO) table. Departments may require multiple Billing Profiles, and a single customer record may have multiple Billing Profiles associated with it either within a single Department and/or across multiple Departments. If more than one billing profile needs to be associated with a customer record, or the customer account information was not provided on the VCC or VCM documents, it is possible to establish the customer account directly on the Customer Account (CACT) table, by inserting a new record.

Vendor Customer Table

The Vendor/Customer (VCUST) table maintains information about all vendors and customers with whom the State of Arizona does business. Users can search for records on the VCUST table to determine if a specific Vendor/Customer has already been entered or needs to be created. The search results can be narrowed down by entering as much search criteria as is known.



Users can search by:

- **Legal Name** – The name of the person or business entity
- **Alias/DBA** – Another name for the person or business entity
- **Vendor/Customer** – A unique identifier for the record, typically an alphanumeric or, for AHCCCS vendors, numeric value
- **Taxpayer ID Number** – The EIN or SSN/ITIN/ATIN number for the record
- **Last Name** – If the record belongs to an Individual it can be identified using their name
- **Vendor Active Status** – Used to search based on vendor status
- **Customer Active Status** – Used to search based on customer status

Note: It is best Practice to search by Taxpayer ID Number. This will pull all active and inactive profiles tied to the last 4 digits of the Taxpayer ID Number entered.

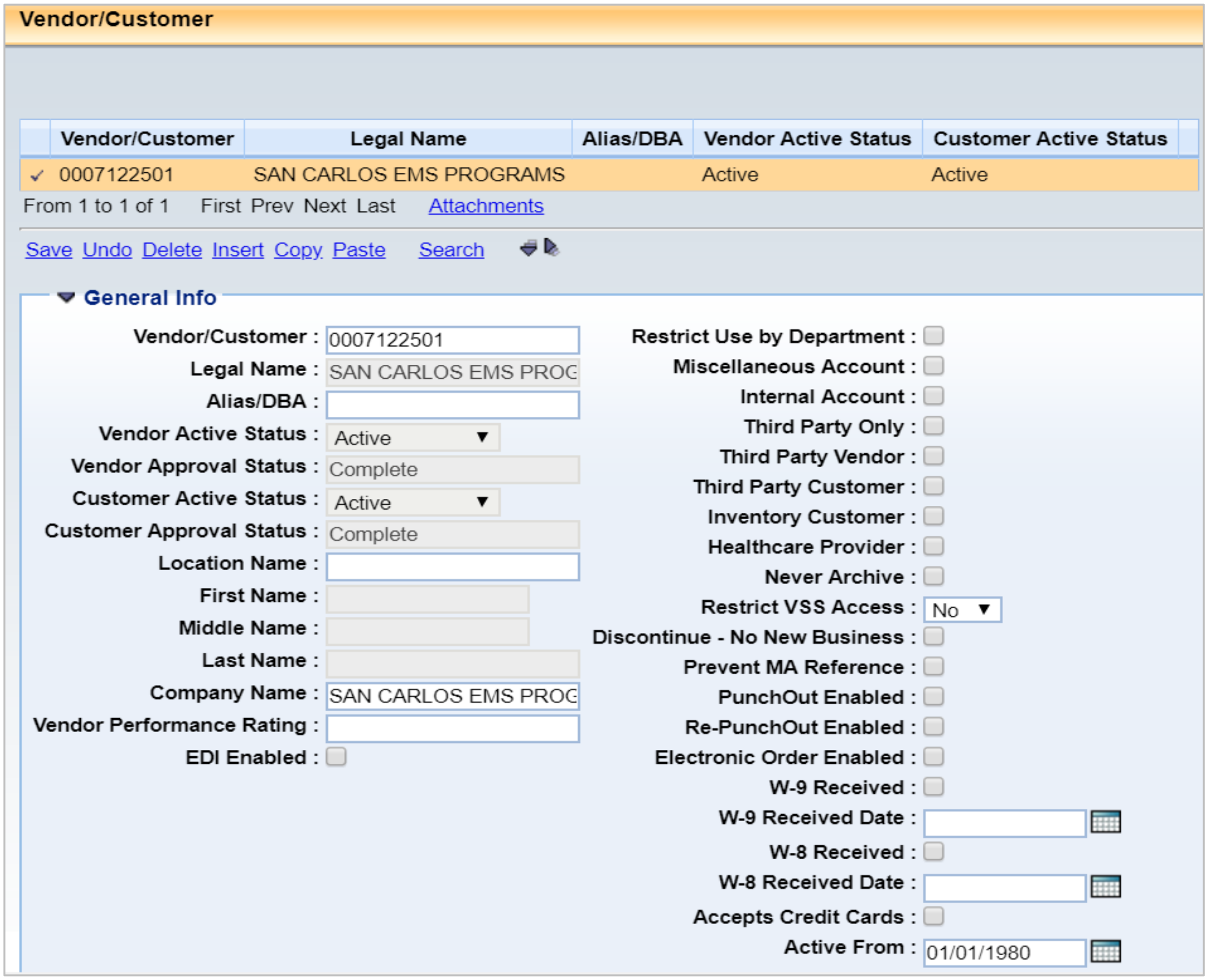
The VCUST table contains all of the primary information about the Vendor/Customer, and is broken down into several components. Some components contain multiple sections that group related fields into an organized structure. Each component and section can be accessed using the Secondary Navigation Panel for the VCUST table. Within the table's components and sections, certain fields are only active based on the information contained in other fields in the table. All of the information contained for a record on the VCUST can be added to or modified by using the VCC and VCM based documents by authorized users. (Most information can be added de-centrally; some information is only maintained centrally.)

Vendor/Customer Component

The Vendor/Customer component contains the highest level of information for the currently selected account. It is broken down into several sections:

- **General Info** – Contains identifying information and high-level options for the account
- **Headquarters** – Contains fields that identify the account as a headquarters
- **Organization** – Contains general operational information about the organization, including Organization Type and 1099 reporting information
- **Disbursement Options** – Maintains the information needed to process payments, including the ability to prevent new orders against a vendor
- **Pre-note/EFT** – Maintains the information about Pre-note/EFT (Electronic Funds Transfer) status at the vendor level

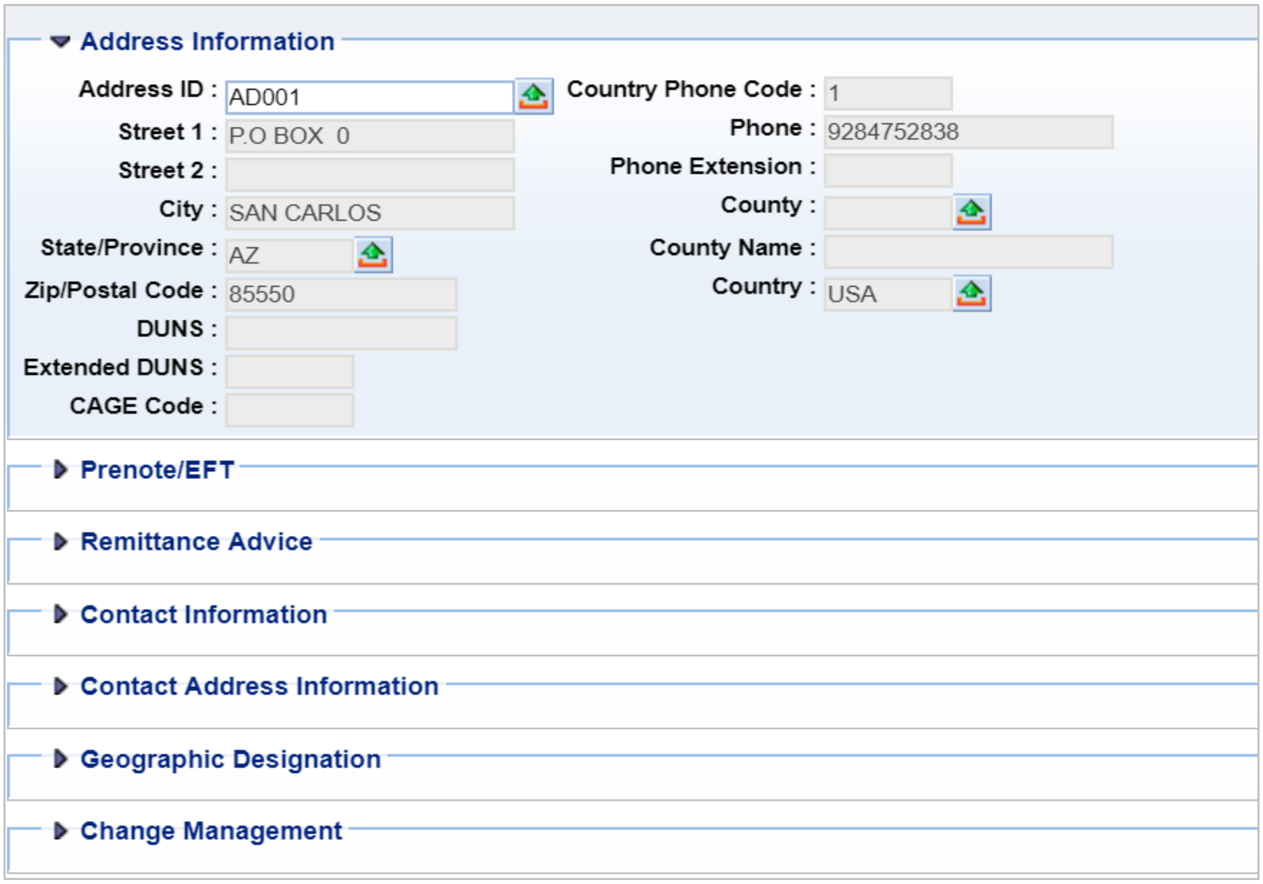
- **Remittance Advice** – Maintains requirements for Remittance Advice notices at the vendor level
- **Vendor Terms** – Maintains default discount terms as offered by the vendor
- **Change Management** – Displays the creation dates, modification dates, approval dates, and comments for the record. All components contain a Change Management section



Address Component

The Address component contains all of the address and contact information for the selected Vendor/Customer record. A Vendor/Customer can have multiple addresses configured, each with their own contact information. **Each address is assigned an Address Type (Ordering, Billing or Payment), and a Vendor/Customer can have multiple addresses of the same type (i.e. more than one Billing address).** If multiple addresses are assigned the same type, one can be selected as the Default Record for that type. Whenever a vendor is assigned on a document the Default Record is automatically selected.

Addresses and Contacts are assigned to a Headquarters Account, and can be originally added on the VCC based document or added to or modified, using the VCM based document.



The Address component is broken down into several sections:

- **Address Information** – Contains the address information based on the Address ID selected
- **Pre-note/EFT** – Maintains the information about Pre-note/EFT status at the address level
- **Remittance Advice** – Maintains requirements for Remittance Advice notices at the address level
- **Contact Information** – Displays the contact information for the Principal Contact ID selected
- **Contact Address Information** – Displays the selected contact's address information

Other Components

The other components in the VCUST table contain additional information for the currently selected record.

- **Business Type** – Maintains a list of the Business Types that apply to a vendor, including their Small and Minority-Owned status
- **Service Area** – Maintains a list of the service areas or territories that apply to a vendor
- **Commodity** – Maintains a list of the commodities supplied by the vendor
- **Authorized Department** – Establishes a list of Departments that are authorized to use the Vendor/Customer

- **Prevent Spending** – Establishes a list of Departments that are prohibited from ordering from the vendor
- **Certification** – Displays the Active and Approved status for the Vendor/Customer

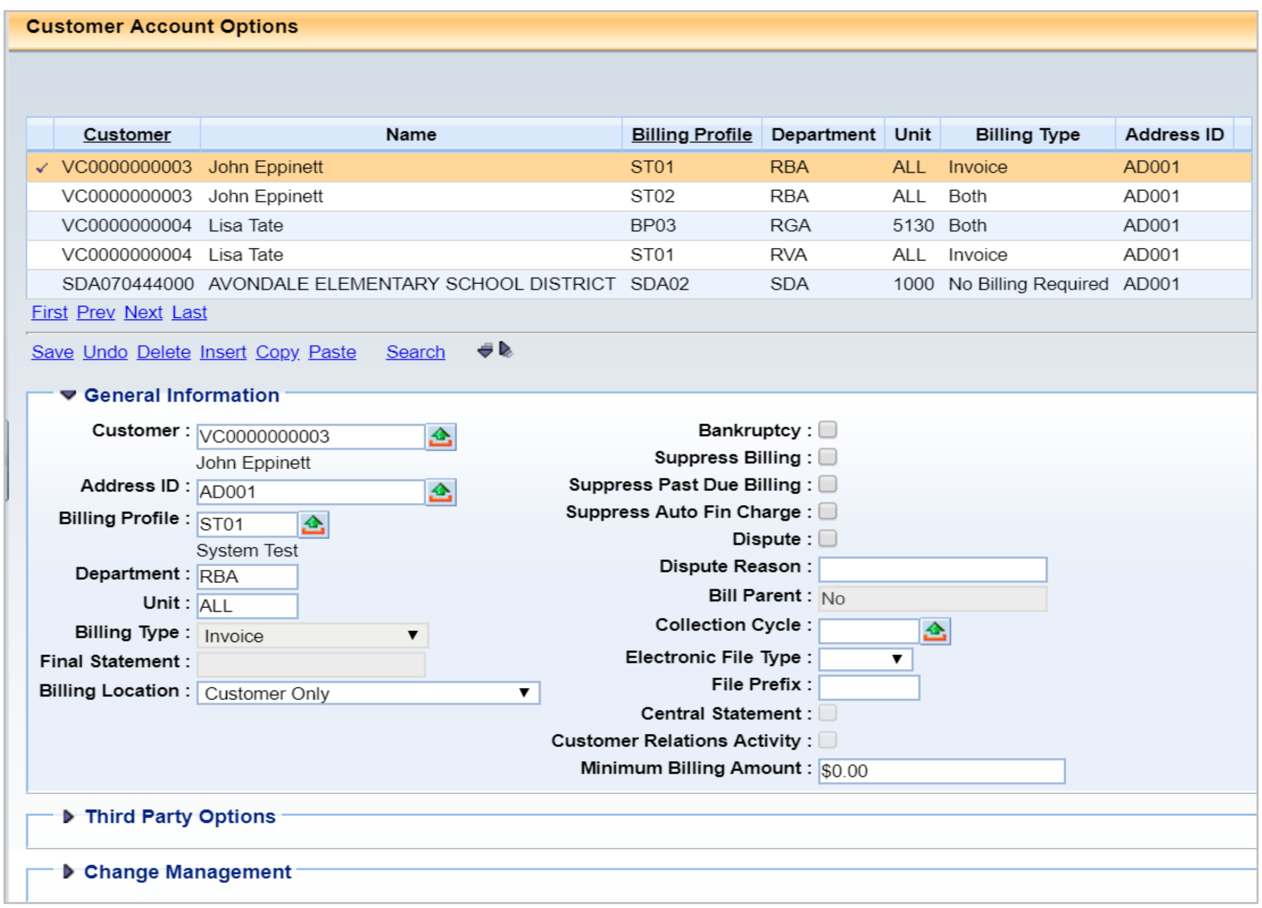
Note: Certification Tab is Important, when a Vendor is first established by a VCC Document. Be sure to fill out the Certification Tab. This tab displays the Active status.

Customer Account Structure

Customers are individuals or business entities that purchase goods or services from the State of Arizona. Customer Accounts are determined by the combination of a Customer (Vendor/Customer) code and a Billing Profile code. Customer records are created and added to the VCUST table by using the VCC based documents. If a Customer record has already been created, a Customer Account can be updated/modified by using a VCM based document or through a direct update to the Customer Account Options (CACT) table.

Customer Account Options

The Customer Account Options (CACT) table is used to establish and maintain billing options for customers. On the CACT table, users can view which Billing Profile codes have been assigned to each Customer code. One Customer code may have multiple Billing Profile codes assigned and each combination represents a unique Customer Account.


Customer Account Options

Customer	Name	Billing Profile	Department	Unit	Billing Type	Address ID
✓ VC0000000003	John Eppinett	ST01	RBA	ALL	Invoice	AD001
VC0000000003	John Eppinett	ST02	RBA	ALL	Both	AD001
VC0000000004	Lisa Tate	BP03	RGA	5130	Both	AD001
VC0000000004	Lisa Tate	ST01	RVA	ALL	Invoice	AD001
SDA070444000	AVONDALE ELEMENTARY SCHOOL DISTRICT	SDA02	SDA	1000	No Billing Required	AD001

First Prev Next Last

Save Undo Delete Insert Copy Paste Search

General Information

Customer : VC0000000003
John Eppinett
Address ID : AD001
Billing Profile : ST01
System Test
Department : RBA
Unit : ALL
Billing Type : Invoice
Final Statement :
Billing Location : Customer Only

Bankruptcy :
Suppress Billing :
Suppress Past Due Billing :
Suppress Auto Fin Charge :
Dispute :
Dispute Reason :
Bill Parent : No
Collection Cycle :
Electronic File Type :
File Prefix :
Central Statement :
Customer Relations Activity :
Minimum Billing Amount : $0.00

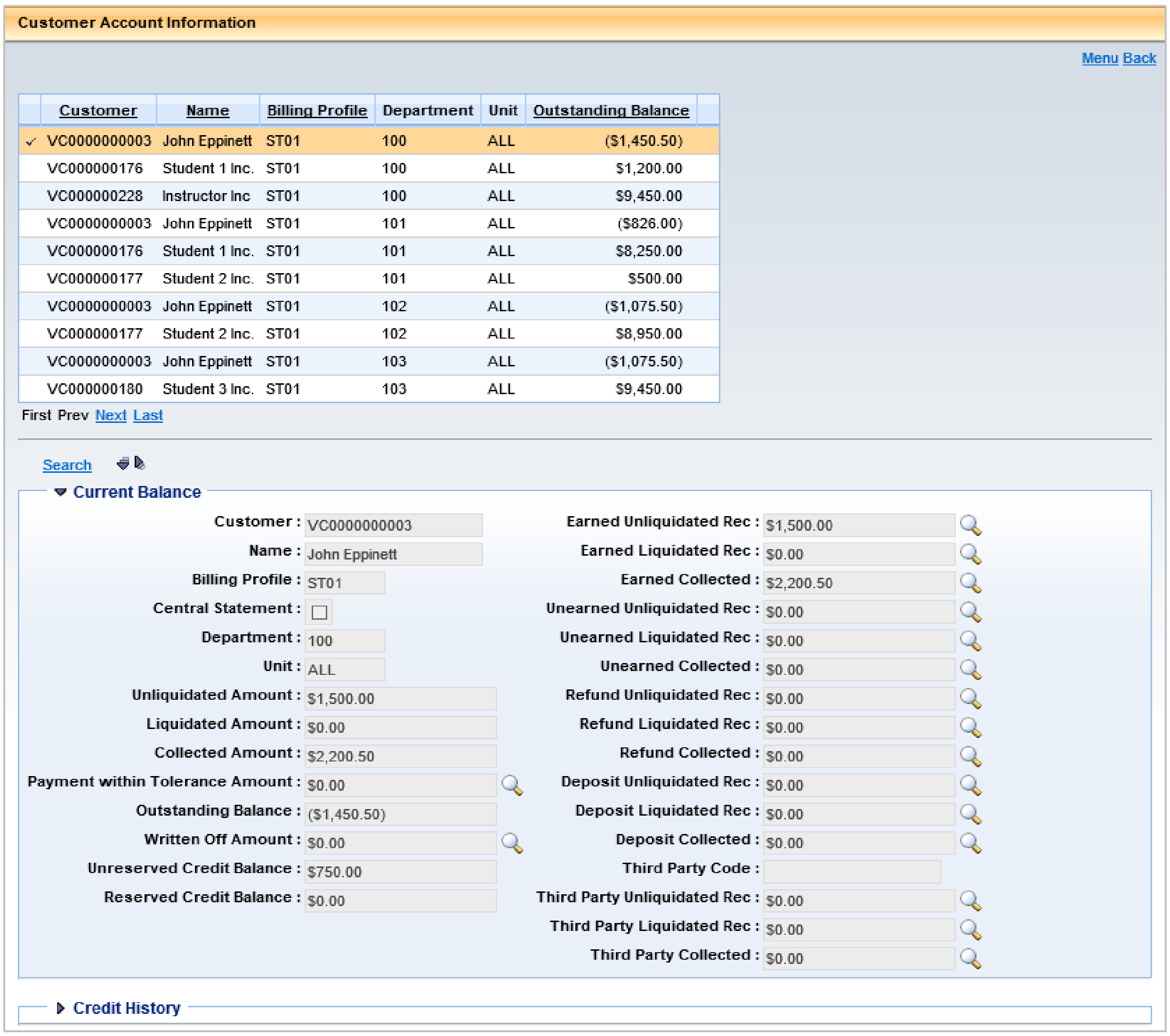
Third Party Options

Change Management

Customer Accounts can also be assigned to multiple Departments in AFIS by creating a Customer Account record for each Department that needs to use it. Records on the Customer Account Options table can be created and modified using the VCM based documents or directly in the Customer Account Options table (CACT).

Customer Account Information

The Customer Account Information (CUSTA) query page is used to view balance information for Customer Accounts. Documents that reference a Customer Account by using a combination of the Customer code and Billing Profile update the balance information for that account on the CUSTA page.



Customer Account Information

Menu Back

	Customer	Name	Billing Profile	Department	Unit	Outstanding Balance
✓	VC0000000003	John Eppinett	ST01	100	ALL	($1,450.50)
	VC000000176	Student 1 Inc.	ST01	100	ALL	$1,200.00
	VC000000228	Instructor Inc	ST01	100	ALL	$9,450.00
	VC0000000003	John Eppinett	ST01	101	ALL	($826.00)
	VC000000176	Student 1 Inc.	ST01	101	ALL	$8,250.00
	VC000000177	Student 2 Inc.	ST01	101	ALL	$500.00
	VC0000000003	John Eppinett	ST01	102	ALL	($1,075.50)
	VC000000177	Student 2 Inc.	ST01	102	ALL	$8,950.00
	VC0000000003	John Eppinett	ST01	103	ALL	($1,075.50)
	VC000000180	Student 3 Inc.	ST01	103	ALL	$9,450.00

First Prev Next Last

Search

Current Balance

Customer :	VC0000000003	Earned Unliquidated Rec :	$1,500.00
Name :	John Eppinett	Earned Liquidated Rec :	$0.00
Billing Profile :	ST01	Earned Collected :	$2,200.50
Central Statement :	☐	Unearned Unliquidated Rec :	$0.00
Department :	100	Unearned Liquidated Rec :	$0.00
Unit :	ALL	Unearned Collected :	$0.00
Unliquidated Amount :	$1,500.00	Refund Unliquidated Rec :	$0.00
Liquidated Amount :	$0.00	Refund Liquidated Rec :	$0.00
Collected Amount :	$2,200.50	Refund Collected :	$0.00
Payment within Tolerance Amount :	$0.00	Deposit Unliquidated Rec :	$0.00
Outstanding Balance :	($1,450.50)	Deposit Liquidated Rec :	$0.00
Written Off Amount :	$0.00	Deposit Collected :	$0.00
Unreserved Credit Balance :	$750.00	Third Party Code :	
Reserved Credit Balance :	$0.00	Third Party Unliquidated Rec :	$0.00
		Third Party Liquidated Rec :	$0.00
		Third Party Collected :	$0.00

Credit History

Create a New Vendor / Customer Record

Section Objectives

In this section, you will:

- Examine the components of the Vendor/Customer Creation document
- Review the data entry requirements for the Vendor/Customer Creation document
- Create a Vendor/Customer Creation document
- Examine the process of using a Miscellaneous Vendor/Customer account
- Research the updates made to the Vendor/Customer table by the Vendor/Customer Creation document

Section Overview

A Vendor Customer Creation (VCC) based document is used to create both new vendors and new customers. In AFIS, a vendor can also be a customer. The Vendor Customer (VCUST) table stores all of the information for both vendors and customers. This lesson examines the VCC based document components and data entry process.

Vendor / Customer Creation Document

The Vendor/Customer Creation (VCC) based documents allow users to add new records to the Vendor/Customer (VCUST) table, the 1099 Reporting Information (1099I) table, and the Customer Account Options (CACT) table. Only one Vendor/Customer record can be entered per document. Vendor/Customer Creation documents cannot reference any other document in AFIS, nor can they be referenced by any other document in AFIS.

Vendor/Customer Creation (VCCD1) documents that are created by Departments are routed to workflow for approval at the department level and at the GAO level before being submitted to Final. Once a VCC based document has been submitted to Final, it cannot be modified or cancelled. Changes at that point require the creation and submission of a Vendor/Customer Modification (VCM) based document.

New records can't be created if the taxpayer number is already in AFIS. An existing vendor can be changed to a customer and an existing customer can be changed to a vendor, but a W-9 is required for that change. Depending on the entity's relationship to the State, the data entry requirements on the VCC based document vary in several important ways. For example, Ordering and Payment address types are used for Vendor records, while Billing address types are used for Customer records.

Miscellaneous and Internal Vendor/Customer Accounts

Note: Not available for all agencies, please Email GAO at AFIS.Operations@azdoa.gov. for questions on using this code. Please also review SAAM Topic 45 Section 53 Proper Uses of MISCPAYVEND and MISCCUSTOM

A Miscellaneous Account does not represent a specific vendor or customer. The Miscellaneous Account can be used to create a document to record a one-time transaction. Selecting an existing Vendor/Customer code will infer the name and address information to a document. When a Miscellaneous Account is referenced, the name and address information has to be manually entered.

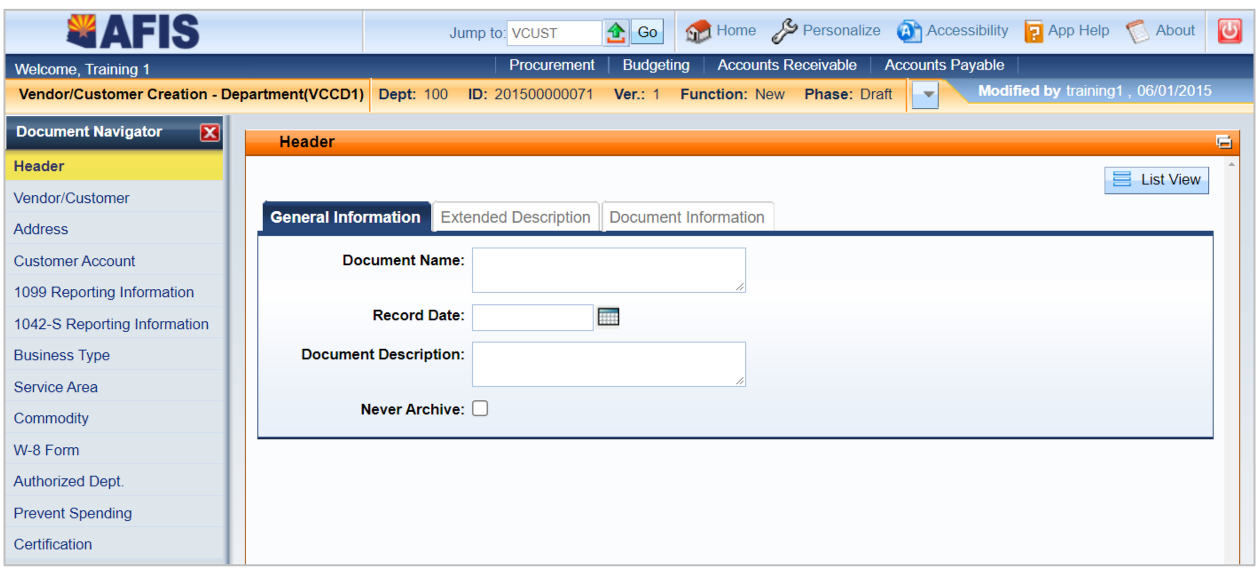
Both the Miscellaneous Account and Internal Account check boxes are located on the Vendor/Customer Creation (VCC) based document, in the Vendor/Customer component, on the Account Indicators tab.

Vendor Customer Creation Document Components

The Vendor Customer Creation (VCC) based document has many components, or sections, that relay detailed information to the Vendor Customer (VCUST) table. Some components are only used when creating a vendor, and other components are only used when creating a customer.

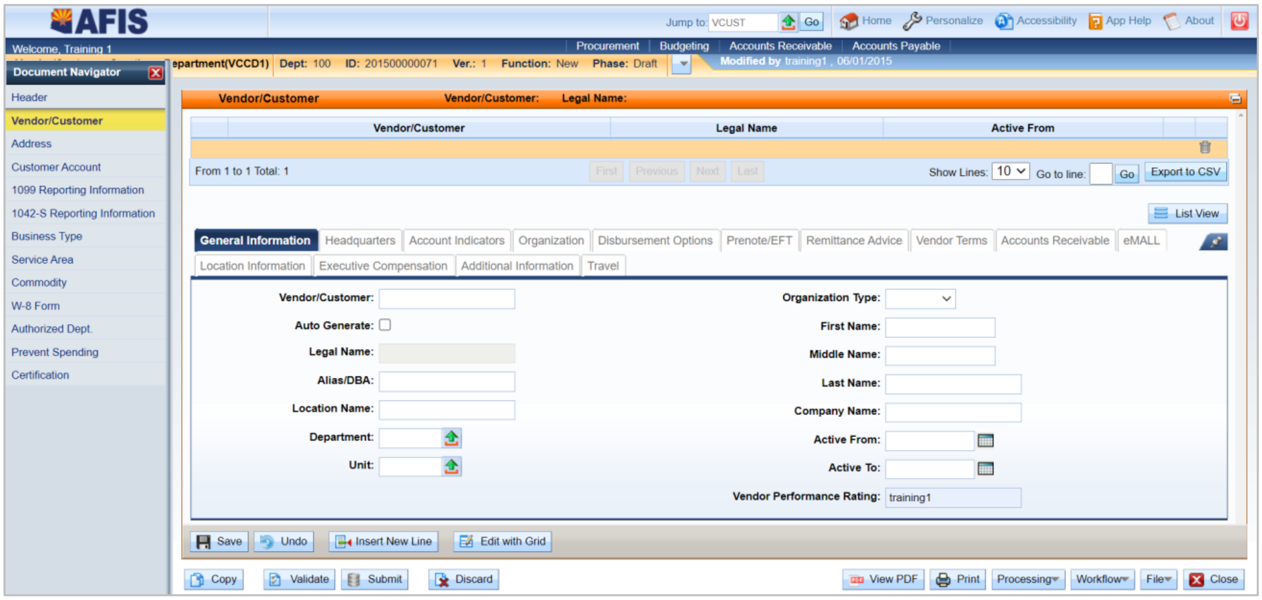
Header

The Header section contains fields that allow the user to specify general information that applies to all sections of the document.



Vendor/Customer

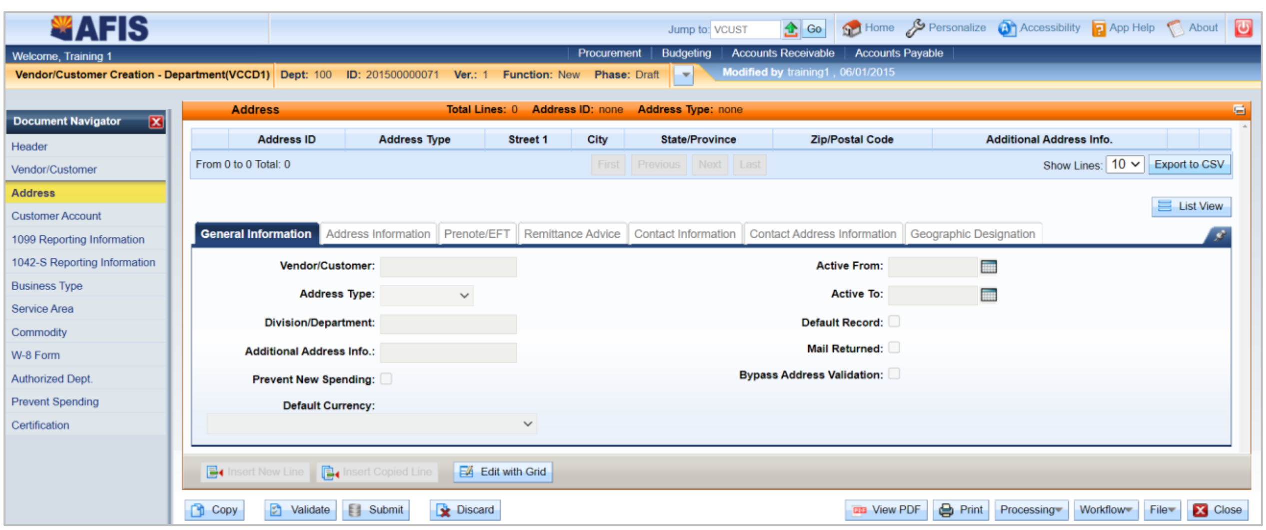
The Vendor Customer section contains fields that allow the user to enter detailed information about the Vendor/Customer record, as well as to specify various account indicators such as a Miscellaneous Account, Third Party Vendor, or Third Party Customer options. The Accounts Receivable tab, although it relates to creating a Customer Record, only needs to be used when it is the intention to bill a customer through the Cost Accounting functionality. In this case a Cost Accounting Funding Type must be selected. The Disbursement Options tab is used when creating a vendor record.



Address

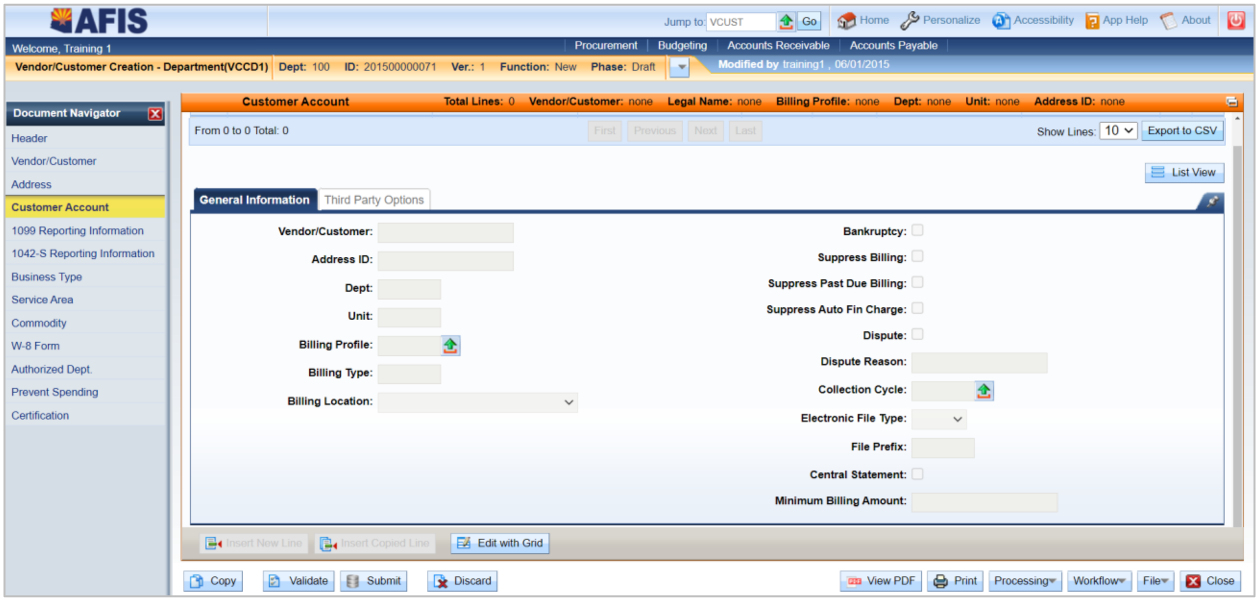
The Address section contains fields that allow entry of the necessary address information for the Vendor/Customer. A vendor record requires at a minimum one Payment and Ordering Address Type be entered, which can be the same address. A customer record requires that a Billing Address Type be entered. If a record is both a vendor and a customer, all three Address Types must be entered. More than one of a particular address type can be entered, if for example, a vendor has more than one Payment address. The Address tab also allows users to insert contact information for each address type provided.

Note: The Contact section is required and important.



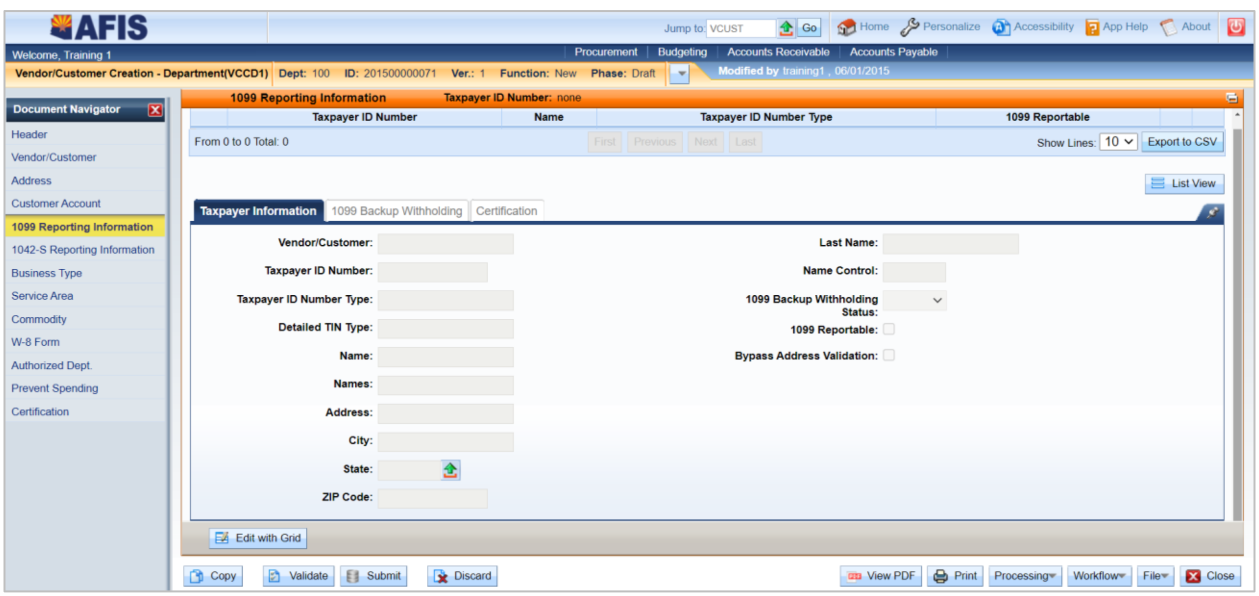
Customer Account

The Customer Account section is only used when creating a new customer account record by assigning a Billing Profile, or specifying settings for a particular account that override settings on the Billing Profile, such as Suppress Billing or specifying any Third Party information for the customer account. Only one customer account can be established on the VCC based document. Additional, customer accounts can be directly established on the Customer Account Options (CACT) table.



1099 Reporting Information

The 1099 Reporting Information section is only used if required for a vendor.



Commodity

The Commodity section is used to select the commodity that is provided by a vendor.

Authorized Dept

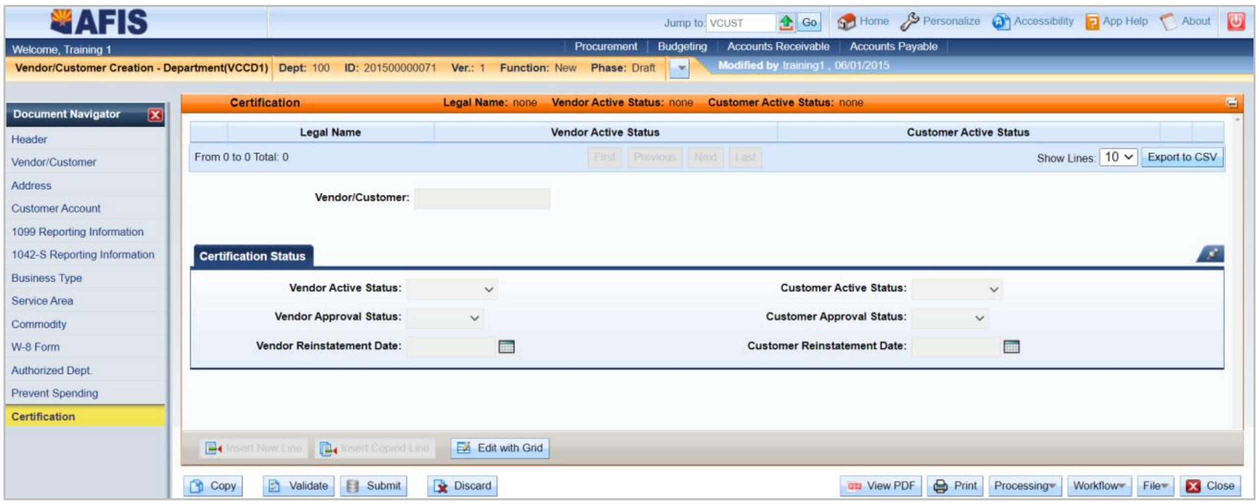
The Authorized Dept section is used to specify what Department or Departments are allowed to use the account.

Prevent Spending

The Prevent Spending section is used to specify what Department or Departments are not allowed to use the vendor to make payments.

Certification

The Certification section is used to designate the Vendor/Customer record as active or inactive and to designate the approval status of the Vendor/Customer.



Vendor Customer Creation Document Entry

(This section is for reference)

Vendor Customer Creation (VCC) based documents can be created by navigating to the Document Catalog and entering in the required information for the document. Depending on whether the record is for a vendor or a customer, different information will be required.

Header

General Information

In the Header, General Information tab, the following fields are available:

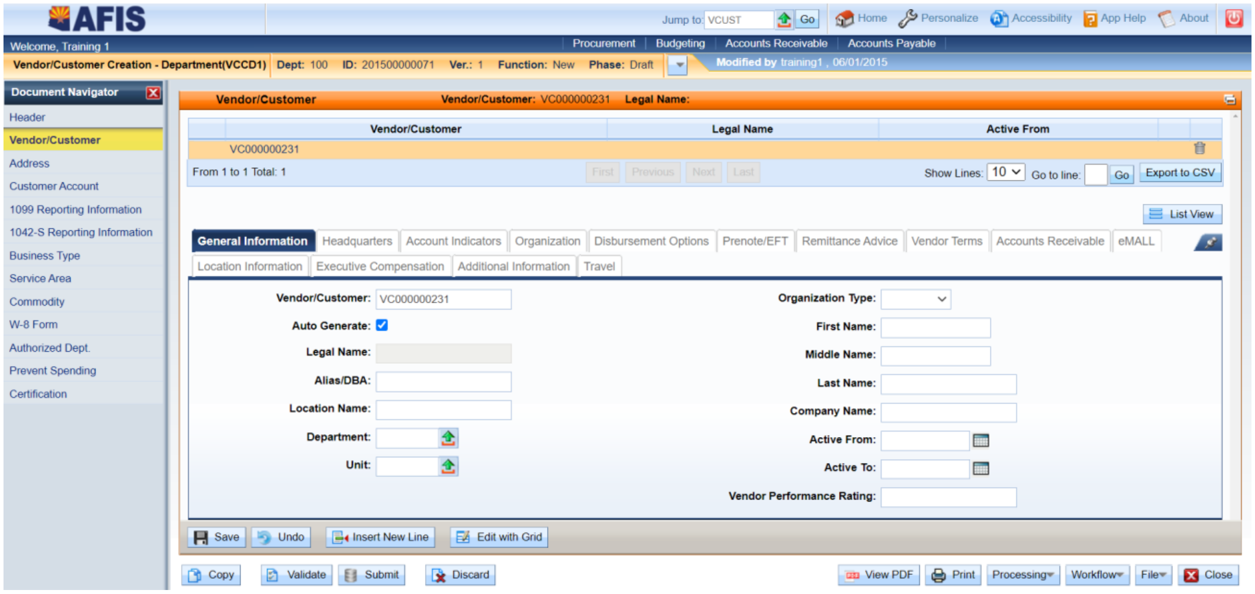
- **Document Name** – Enter a name for the document, this field is optional
- **Document Description** – Enter a clear description of the document, this field is required
- **Extended Description** – Enter more description if necessary, this field is optional

Vendor/Customer

General Information

In the Vendor Customer section, General Information tab, the following fields are available:

- **Vendor/Customer** – This field will be auto-generated for vendors. For customers only, the number can be assigned by the department, as an alternative to auto-generation. This field is required.
- **Legal Name** – This field is auto-populated once the document is saved with a name entered in the Company Name if a company, or First Name, Middle Name and Last Name fields, if an individual, on this tab
- **Alias/DBA** – Enter an alias for the Vendor/Customer, this field is optional
- **Organization Type** – Select either Individual or Company, this field is required
- **First Name** – Required if Organization Type selected is Individual; not used for Company
- **Middle Name** – Optional. Available for use only if Organization Type selected is Individual
- **Last Name** – Required if Organization Type selected is Individual; not used for Company
- **Company Name** – Required if Organization Type selected is Company; not used for Individual
- **Active From** – Select a future date on which the record becomes active, or able to be used. If left blank this field will default to the current date.

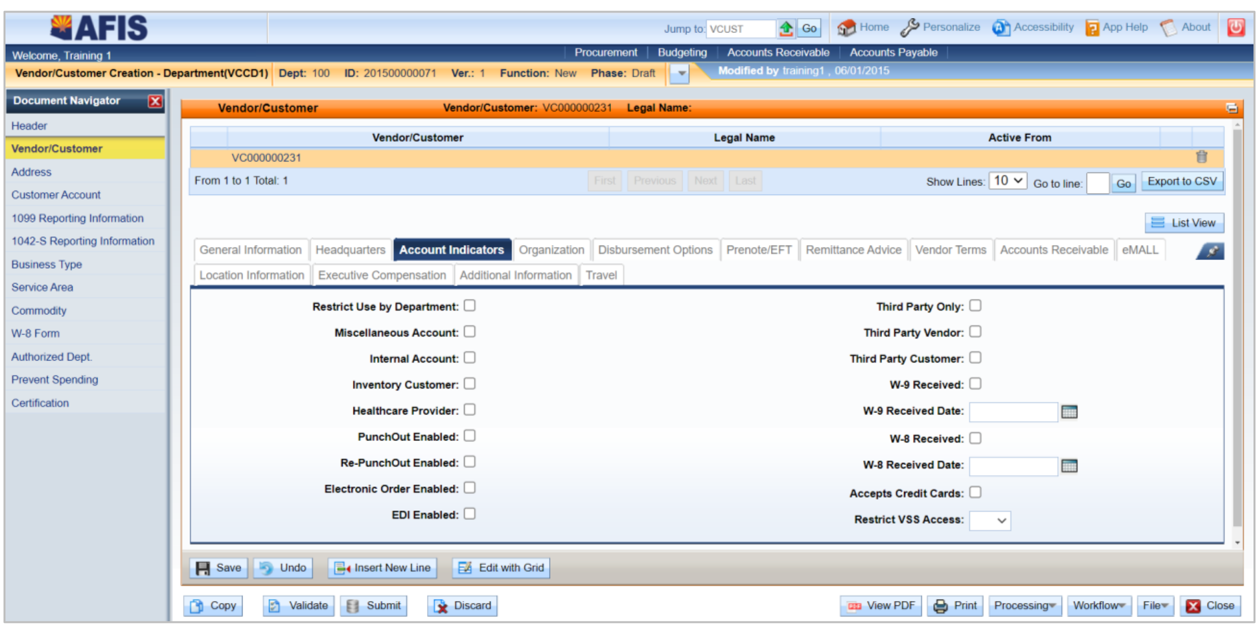


Headquarters

The Headquarters tab is required. The taxpayer ID and Type are entered here. Alternatively, a valid vendor customer code can be provided in the Headquarters Account Code field to link the new vendor customer, child record, to a parent record.

Account Indicators

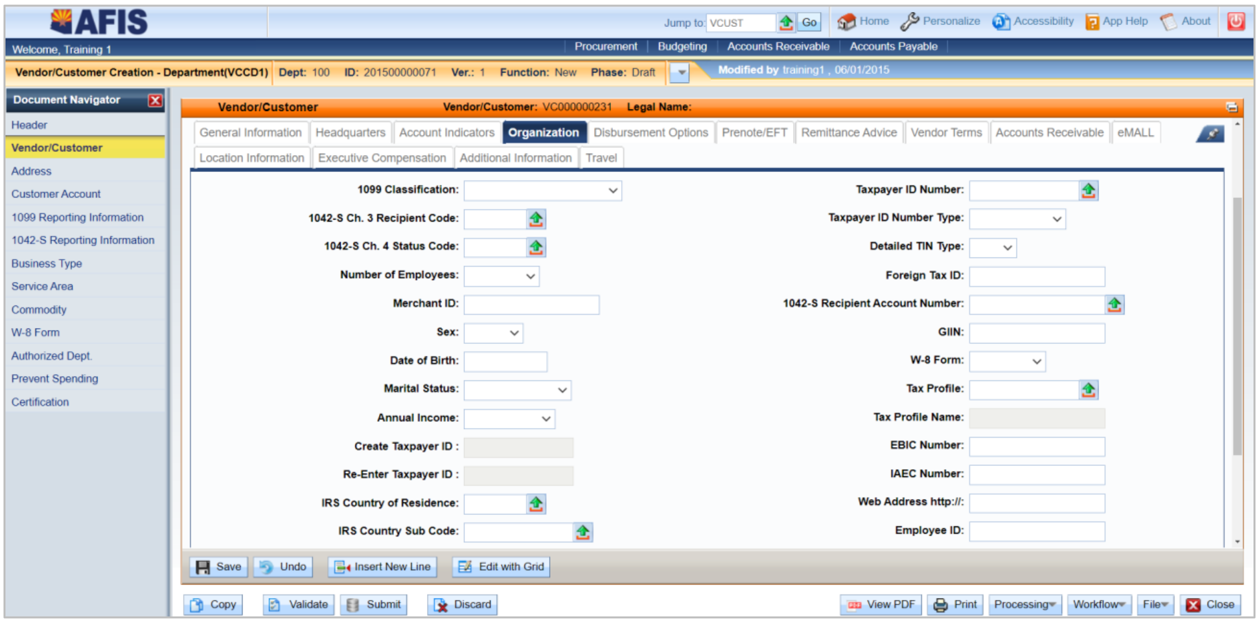
The Account Indicators tab contains check boxes that turn on and off certain options for the account. One of the options on this tab is the check box **for Miscellaneous Account; the Miscellaneous Account should not be used by agencies without GAO approval.** When using a Miscellaneous Account flagged Vendor or Customer account on documents, the user must manually enter the name and address information for the account.



Other possible options on this tab include Third Party Vendor or Third Party Customer, which would be used to specify a vendor or customer as a Third Party require W9 or W8 received boxes and dates should be completed on the Account Indicators tab for vendor setups.

Organization

In the Organization section, the user enters the necessary taxpayer information into the available fields. The Taxpayer ID Number is required for vendors, with few exceptions, but not for customers that are not also vendors.

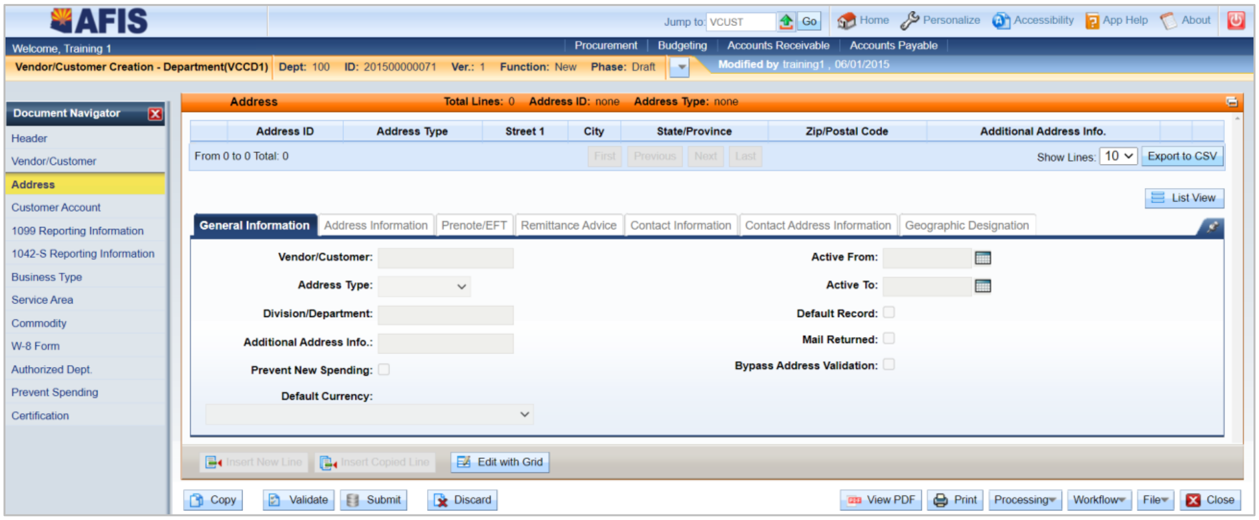


Address

General Information

In the Address section, General Information tab, users can select the type of address they are entering. The user must first click **Insert New Line**. In the General Information tab, the user then selects an Address Type. Vendors require at least one Payment address and at least one Ordering address to be created for the record. Customers require at least one Billing address to be created for the record. Once an Address Type is selected, the information for that address is entered into the Address Information tab.

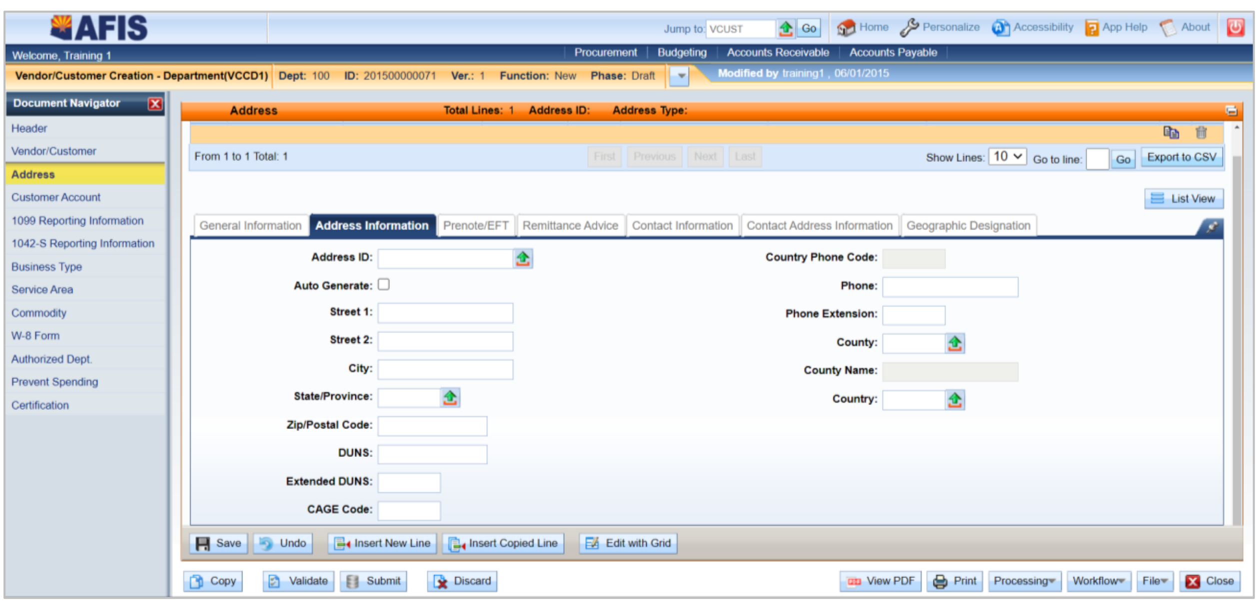
Each Address Type along with the corresponding information for the type is recorded on a new line in the Address section. If the record created designates both a vendor and a customer, then all three Address Types are required: Billing, Payment, and Ordering.



Address Information

For the Address Type selected on the General Information tab, the user enters information into the following required fields:

- **Address ID** – This field is auto-generated
- **Street 1** – Enter the street address of the vendor
- **City** – Enter the city for the vendor
- **State/Province** – Enter the state or province for the vendor
- **Zip/Postal Code** – Enter the zip code for the vendor
- **Country** – Enter the country for the vendor or select from the Pick List



Prenote/EFT

The Prenote/EFT tab contains fields that are optional and specify EFT payment information for the vendor. The information on this tab will not be viewable.

Contact Information

The Contact Information tab contains fields for specifying the contact information for a Principle Contact with the vendor or customer. For a customer record, the Principal Contact ID is auto-generated and the Principle Contact field is required. **For vendor setups this section is required. There should be an email and/or a phone number.**

Additional information for the contact can also be entered if known.

Contact Address Information

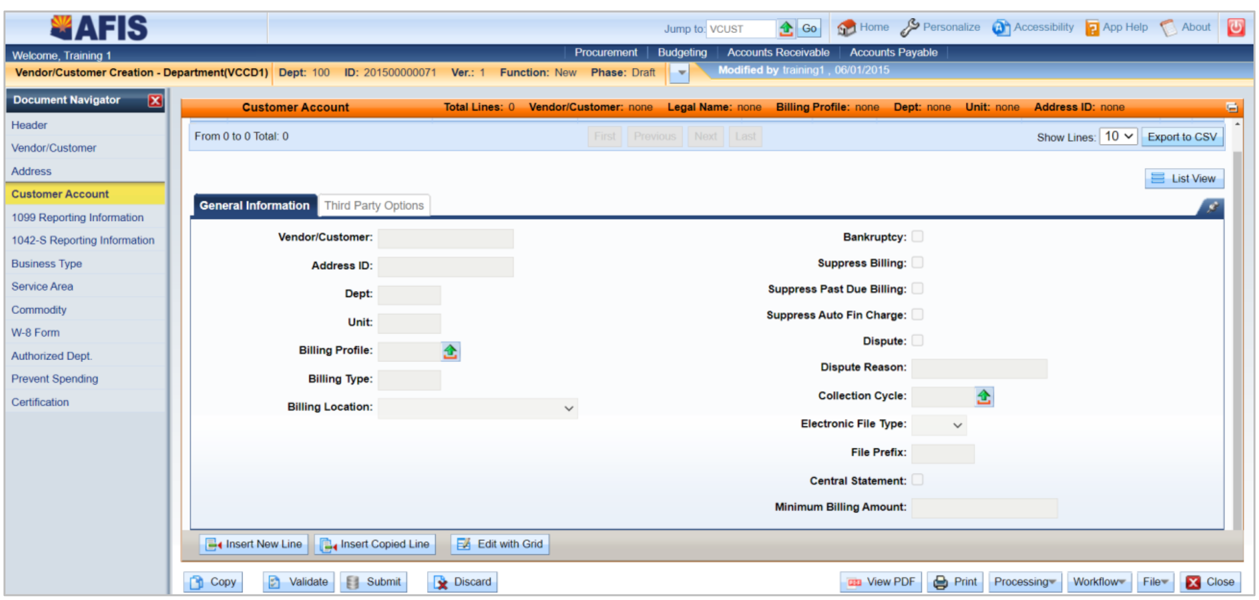
The Contact Address Information tab contains fields that will default based on the information in the Address Information section when the document is saved or validated, or if desired, different address information can be provided for the contact. A contact has to be added in order for the address information to default.

Customer Account

General Information

The Customer Account section is only used when creating a customer account record. The following fields are required on the General Information tab:

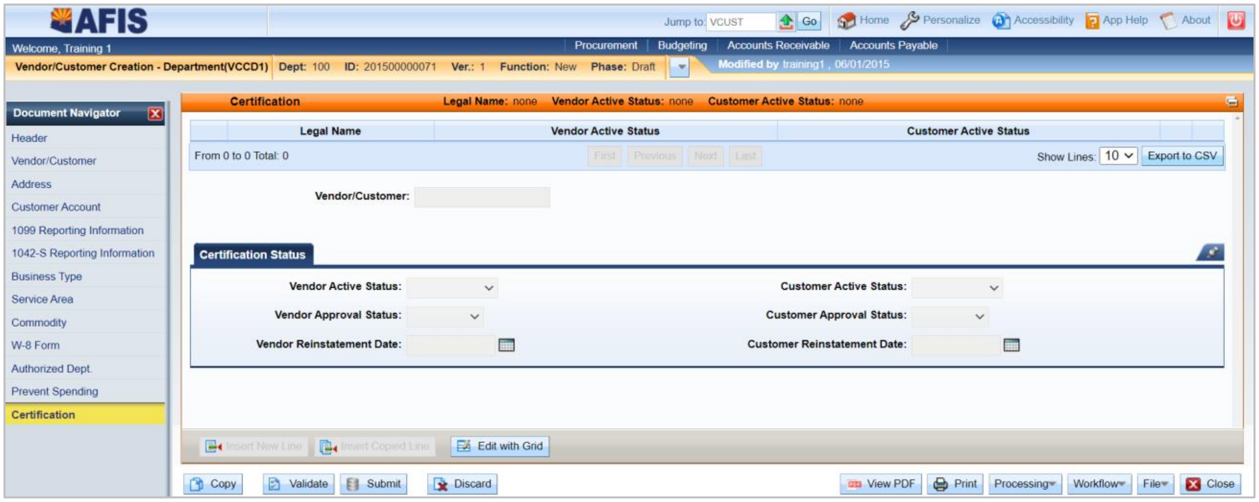
- **Dept** – Enter the Department that will be associated with the customer account
- **Unit** – Enter the Unit code that will be associated with the customer account
- **Billing Profile** – Enter or select from the Pick List the Billing Profile for the customer account



Certification

Certification Status

In the Certification section, users must first click **Insert New Line**. In the Vendor Active Status field, the user then selects **Active**. In the Vendor Approval Status field, select **Complete**. If the record is for a customer the Customer Active Status and Customer Approval Status fields must also be set to **Active** and **Complete** respectively.



New Vendor / Customer Record

A Vendor Customer Creation (VCC) based document can be created by either navigating to the Document Catalog, clicking Create, and entering the necessary information in the document fields or navigating to the VCUST table, and clicking the Create New Record link.

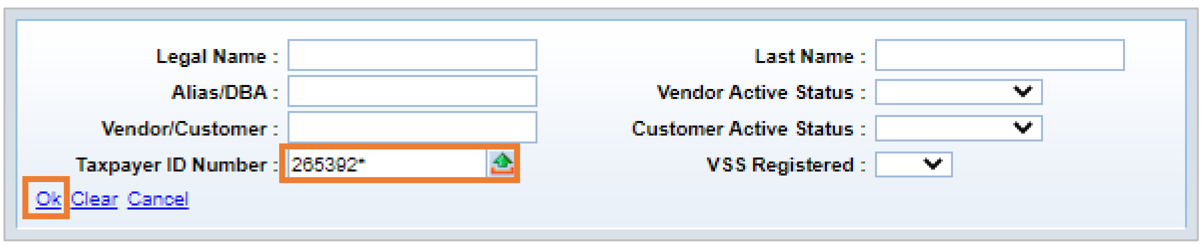
Create a New Vendor / Customer Record

Scenario

The State of Arizona wants to purchase 1000 new laptop computers from a new computer manufacturer, Dell. In addition, the State will be providing consultant services to Dell. Prior to creating a subsequent delivery order, Dell must be added to the VCUST table as a vendor. Furthermore, prior to receiving services from the State, Dell must be added to the VCUST table as a customer. The user must also determine that an entry does not already exist on the VCUST table prior to adding the entry.

Login to the **AFIS** Home Page. Check whether the vendor is in the **VCUST** table.

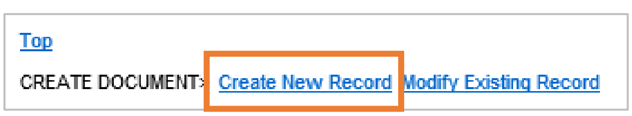
1. In the **Jump to** field, enter ***VCUST***
2. Click **Go**



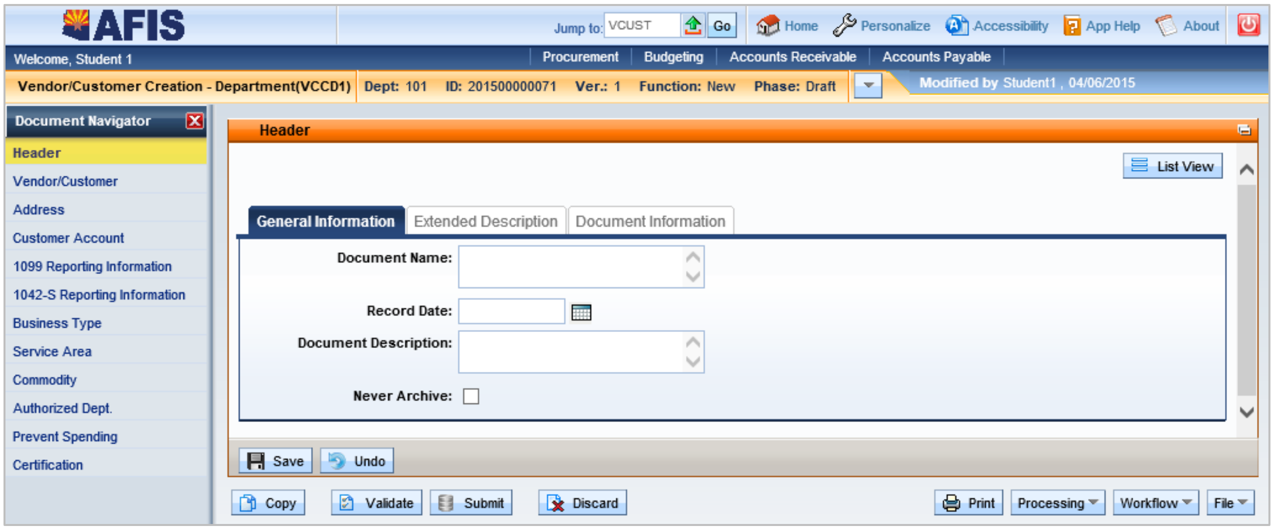
3. In the **Taxpayer ID Number** field of the Search window, enter **265392xxx**, where xxx is your Student Number
4. Click **Ok**
5. Verify that Dell Computer is not returned

On the Same Vendor/Customer page, create a new Vendor/Customer record.

1. At the bottom of the Vendor/Customer page, click the **Create New Record** link.



2. On the Create Document page, select **VCCD1** as the document code
3. In the **Document Department Code** field, enter the data from ***training data information***
4. Select the **Auto Numbering** check box
5. Click the **Create Document** link

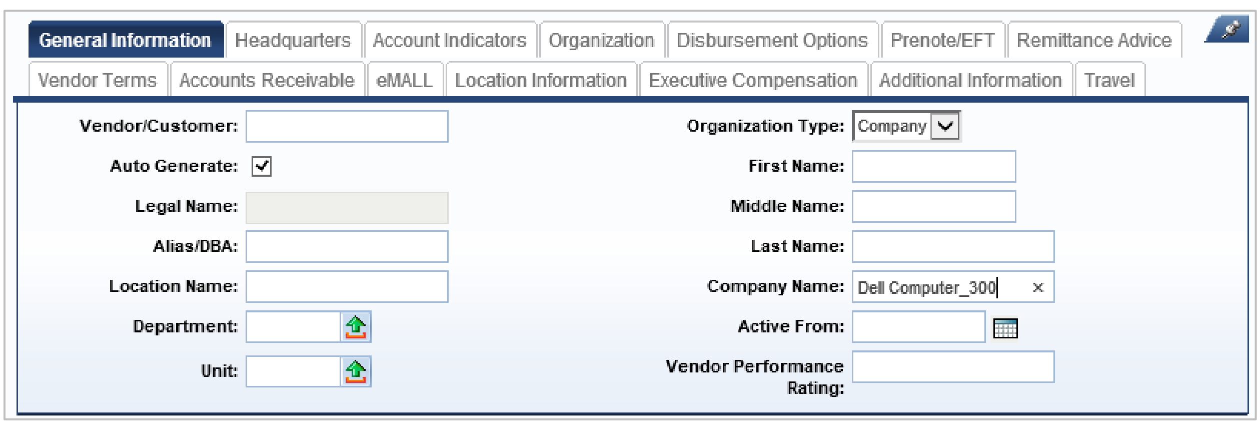


Enter the appropriate data for the **new Vendor/Customer** document.

6. In the General Information tab of the Header, in the **Document Description** field, enter ***Vendor data for Dell***
7. In the Secondary Navigation Panel, click **Vendor/Customer**

Enter the information about the **new vendor**.

1. In the General Information tab, select the **Auto Generate** check box
2. From the **Organization Type** drop down menu, select **Company**
3. In the **Company Name** field, enter ***Dell Computer_xxx***, where xxx is your Student Number

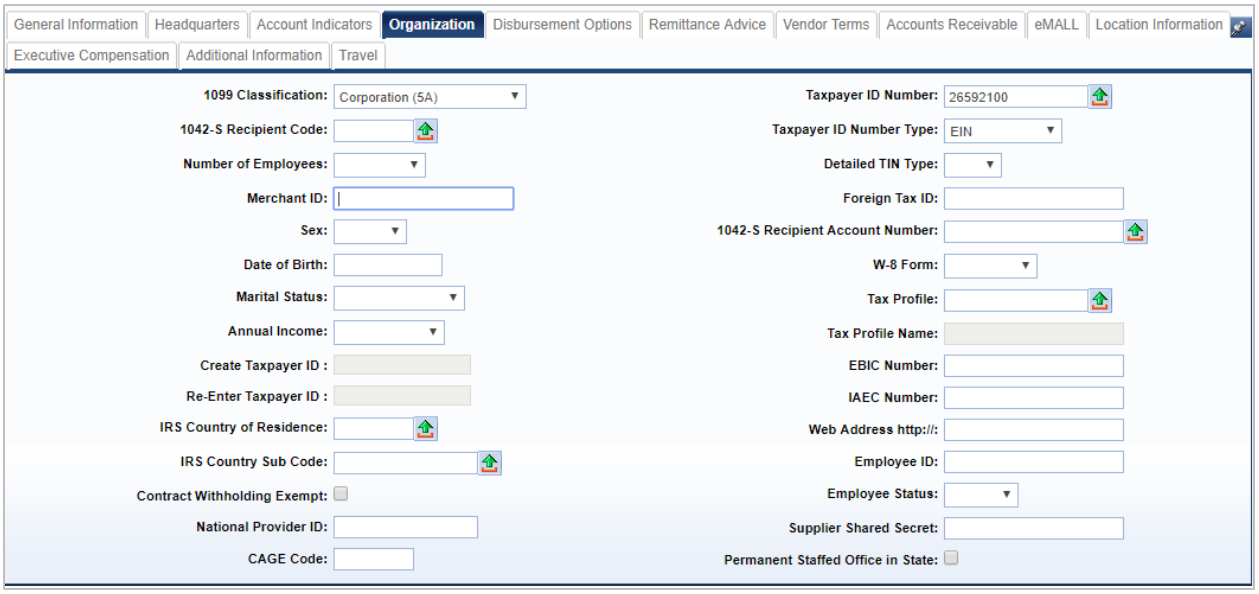


4. Click the **Organization** tab

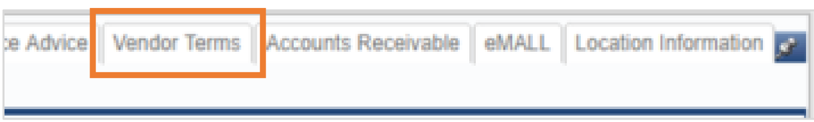
Enter data about the **1099 Classification** and the **TIN**.

1. From the **1099 Classification** drop down menu, select **Corporation**
2. In the **Taxpayer ID Number** field, enter ***265392xxx***, where xxx is your Student Number

3. From the **Taxpayer ID Number Type** drop down menu, select **EIN**



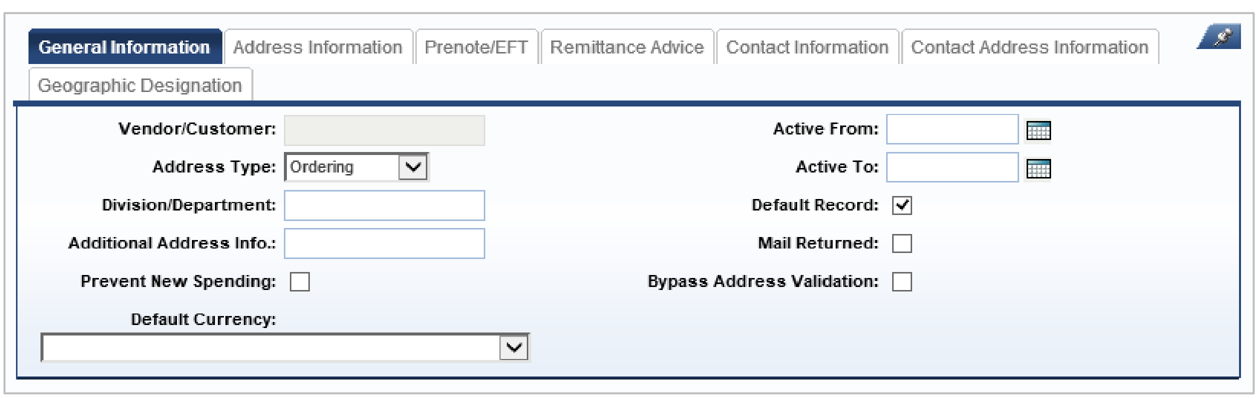
Click the **Vendor Terms** tab.



Typically, with this type of vendor add (directly in AFIS) we do not enter payment terms. When the supplier comes from APP the payment terms are populated. You can view the information only.

Select the appropriate **address type**.

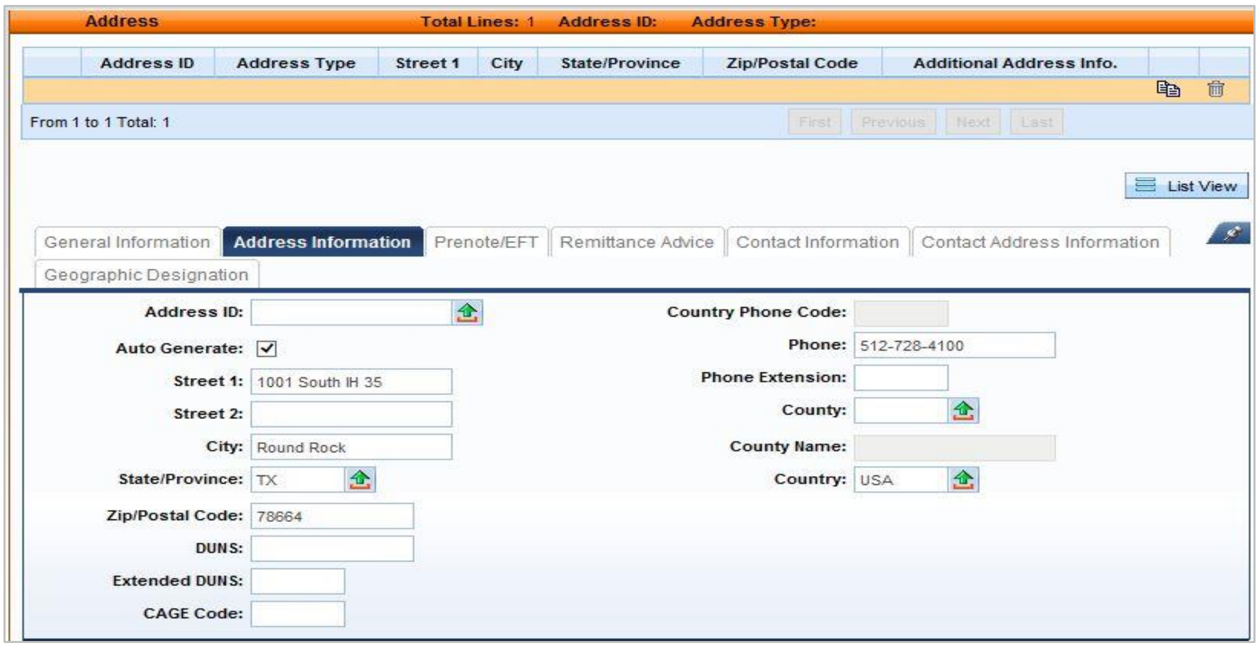
1. Click the **Insert New Line** button
2. In the **Address Type** drop down menu, select **Ordering**
3. Check the **Default Record** check box



4. Click the **Address Information** tab

Enter the appropriate **address data**. For reporting purposes, it is also good to fill in the county.

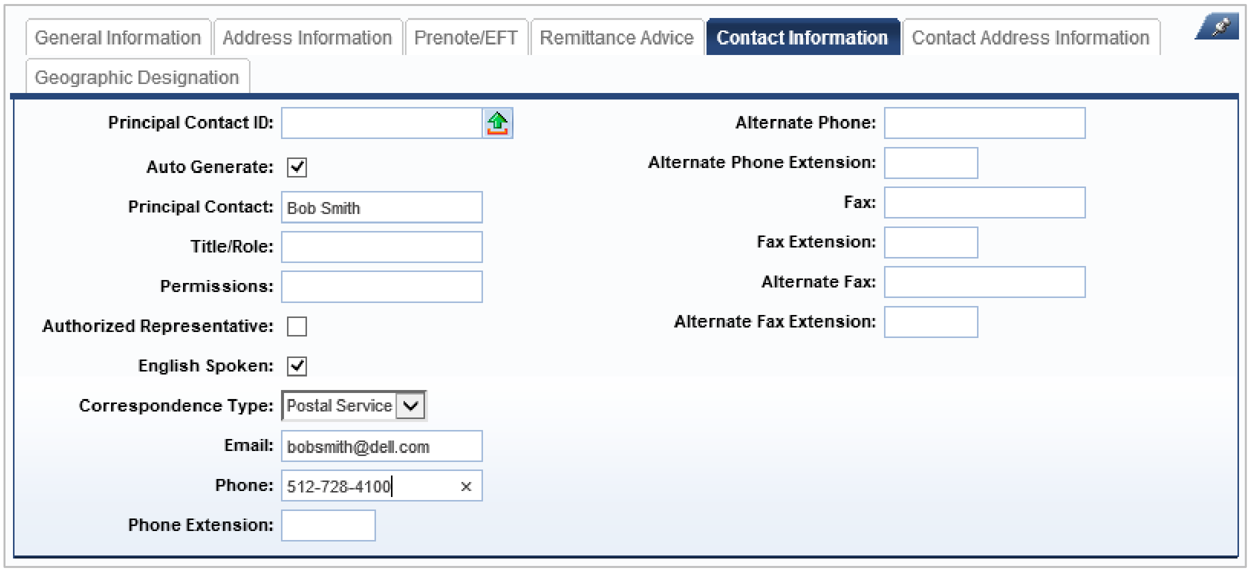
1. Check the **Auto Generate** check box
2. In the **Street 1** field, enter ***1001 South IH 35***
3. In the **City** field, enter ***Round Rock***
4. In the **State/Province** field, enter ***TX***
5. In the **Zip/Postal Code** field, enter ***78664***
6. In the **Phone** field, enter ***512-728-4100***
7. In the **Country** field, enter ***USA***



8. Click the **Contact Information** tab

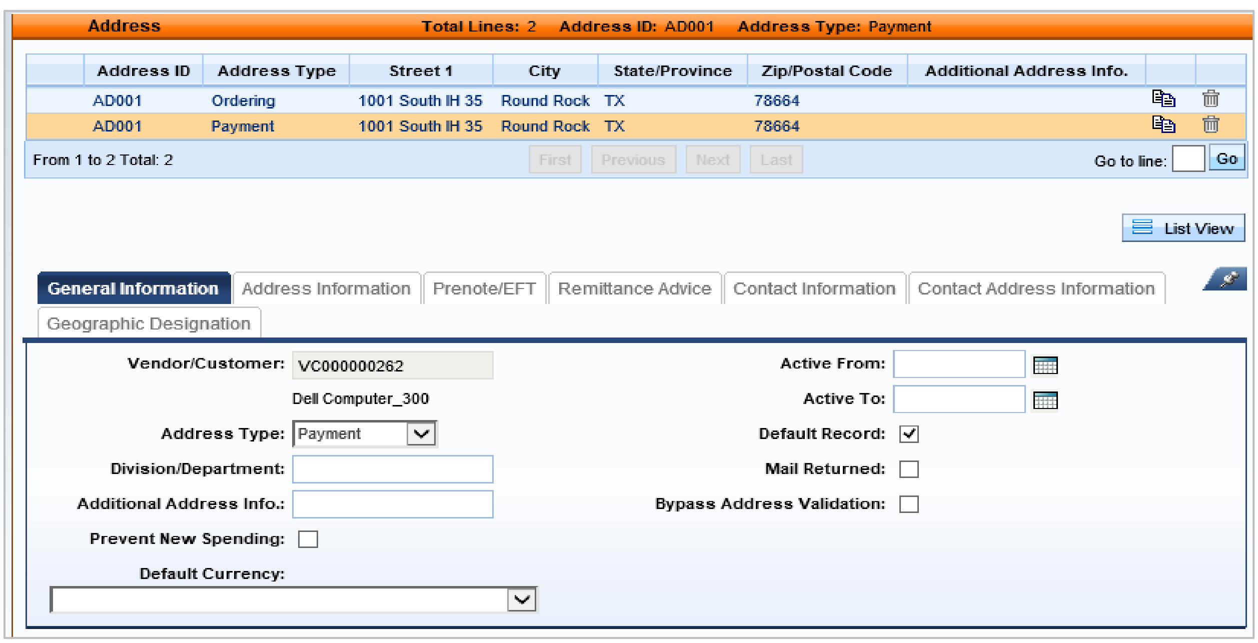
Enter key **contact information**. **Name, email and/or phone number is mandatory. We need at least one contact option.**

1. Check the **Auto Generate** check box
2. In the **Principal Contact** field, enter ***Bob Smith***
3. From the **Correspondence Type** drop down menu, select **E-mail**
4. In the **Email** field, enter ***bobsmith@dell.com***
5. In the **Phone** field, enter ***512-728-4100***
6. Click the **Contact Address Information** tab
7. In the **Country** field, enter **USA**
8. Click **Save**



Since the **Payment** and **Ordering** addresses are identical, copy the Ordering address to start the Payment address.

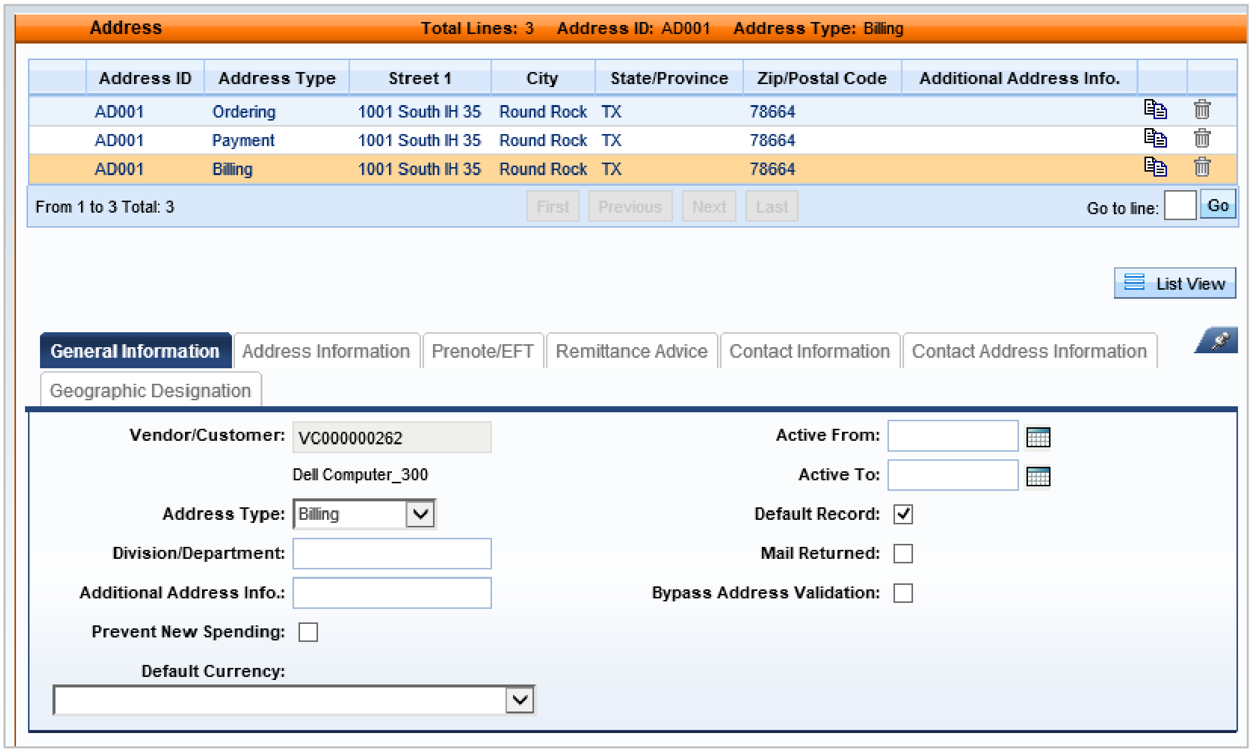
1. Click the **Copy Line** button for the newly added Ordering address
2. Click the **Insert Copied Line** button to add a duplicate address line to the document
3. In the General Information tab, from the **Address Type** drop down menu, select **Payment**
4. Click **Save**



Since the Billing address is identical to the Payment and Ordering addresses, copy the Ordering address to start the Billing address.

1. Click the **Copy Line** button for the newly added Ordering address

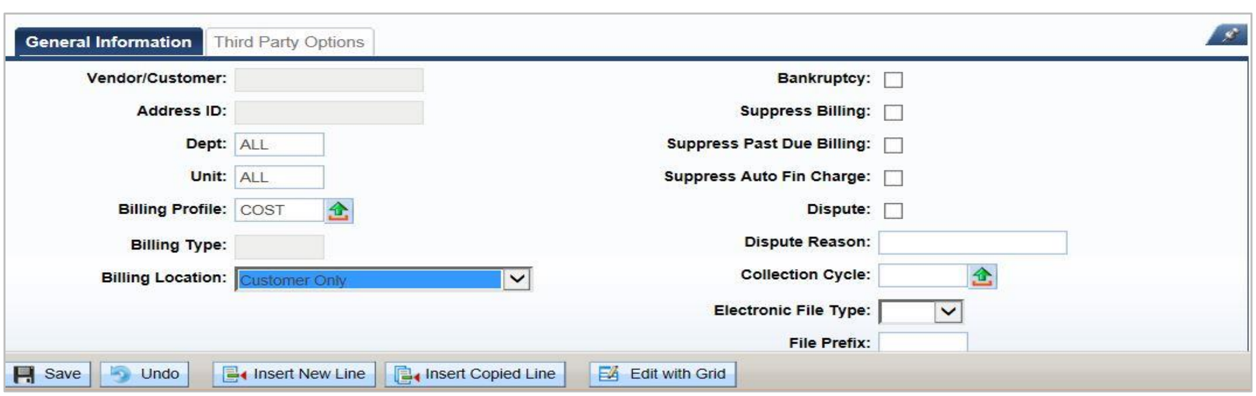
2. Click the **Insert Copied Line** button to add a duplicate address line to the document
3. In the General Information tab, from the **Address Type** drop down menu, select **Billing**
4. Click **Save**



5. In the Secondary Navigation Panel, click **Customer Account**

Create the **customer account record**.

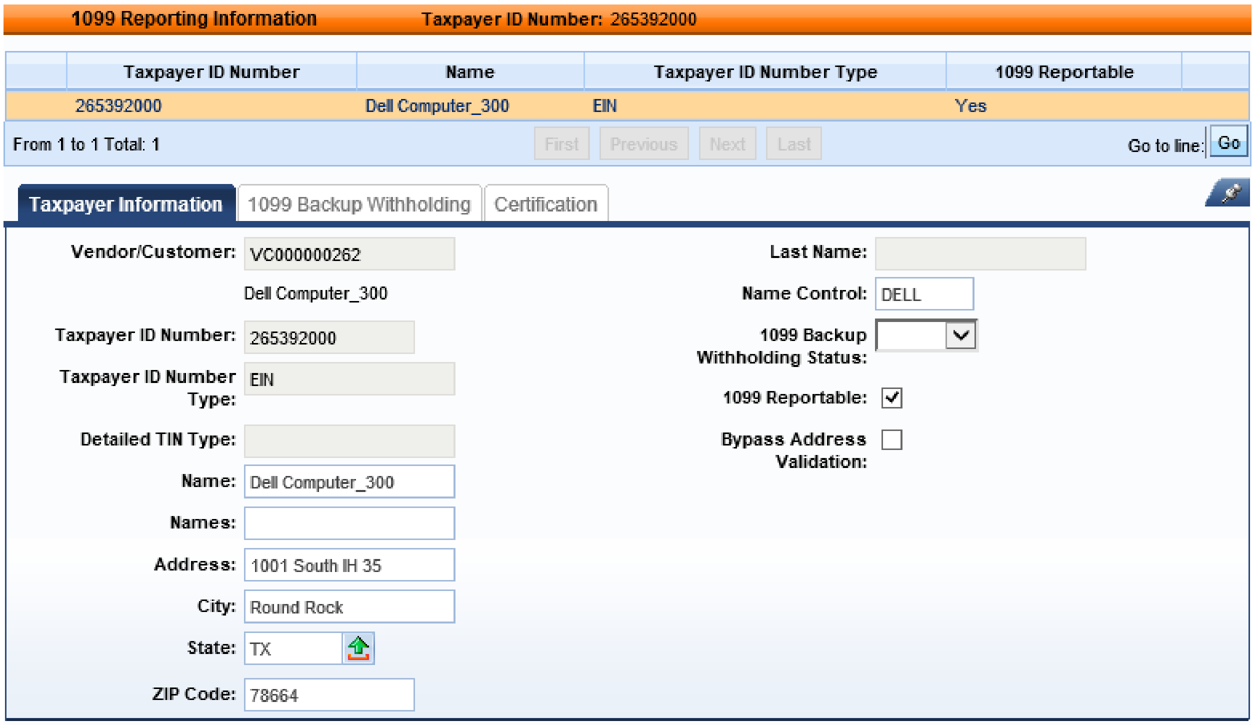
1. Click **Insert New Line**
2. In the Dept field, enter ***ALL***
3. In the Unit field, enter ***ALL***
4. In the Billing Profile field, enter ***COST***
5. In the Billing Location field, select Customer Only



6. In the Secondary Navigation Panel, click 1099 Reporting Information

Enter **appropriate taxpayer related information**.

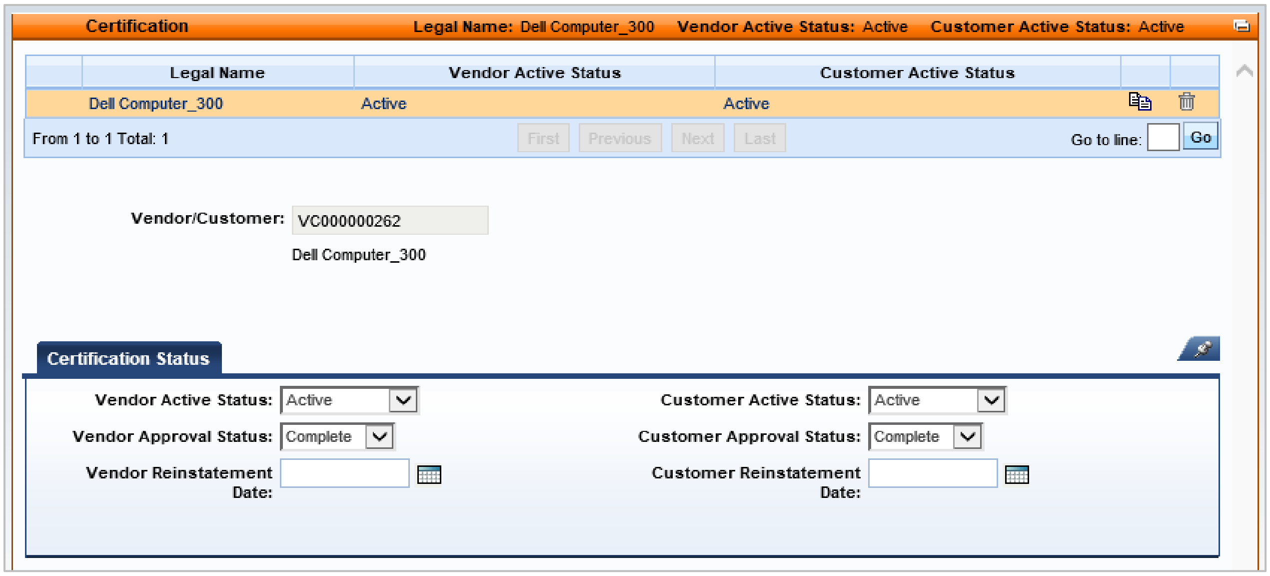
1. In the Address field, enter **1001 South IH 35**
2. In the City field, enter **Round Rock**
3. In the State field, enter **TX**
4. In the Zip Code field, enter **78664**



5. In the Secondary Navigation Panel, click **Certification**

Select the Vendor and Customer active status.

1. Click the **Insert New Line** button
2. In the **Vendor Active Status** drop down menu, select **Active**
3. In the **Vendor Approval Status** drop down menu, select **Complete**
4. In the **Customer Active Status** drop down menu, select **Active**
5. In the **Customer Approval Status** drop down menu, select **Complete**
6. Click **Save**



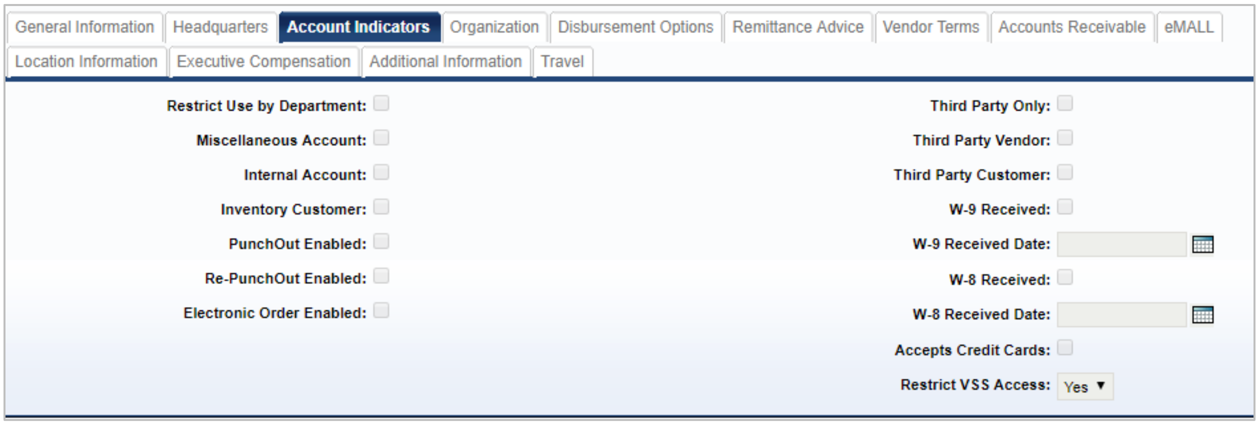
Validate and **Submit** the document, steps:

1. Click the **Validate** button to check for errors. If any errors exist, correct the errors then click the **Validate** button again. If the validation is successful, the following message is displayed in the upper left corner of the screen: **Document validated successfully**
2. Click the **Submit** button to submit the document to workflow for approval. The following message is displayed in the upper left corner of the screen: **Document submitted successfully**
3. Click **Home** in the Primary Navigation Panel to return to the Home Page

Miscellaneous Vendor / Customer Record

Note: Please refer to SAAM4553 – Proper use of MISCCUSTOM for more guidance. Effective January 1, 2020, you MUST have approval from GAO prior to using MISC codes.

On the Vendor Customer Creation (VCC) based document, in the Vendor Customer section, the Account Indicators tab contains a check box that flags the record as a Miscellaneous Account.



A Miscellaneous Account is used for a record that does not represent a specific vendor or customer. For example, it would be used for entities that wouldn't be 1099 reportable and more than likely only paid once. When using a Miscellaneous Account flagged Vendor or Customer account on documents, the user must manually enter the name and address information for the account. There is already an existing miscellaneous vendor number MISCPAYVEND that should be used as the miscellaneous vendor on payment documents, no additional miscellaneous vendors should be added.

When using a defined Vendor/Customer on documents, the information for that record will be carried forward from the Vendor Customer (VCUST) table entry. If users are required to manually enter the Vendor/Customer information on a document, they can use a Miscellaneous Account that has been set up (see Statewide Miscellaneous Vendor/Customer codes below).

	Vendor/Customer	Legal Name	Alias/DBA	Vendor Active Status	Customer Active Status
✓	MISCCUSTOM	Miscellaneous Customer		Active	Active
	MISCPAYVEND	Miscellaneous Vendor		Active	Active
	MISCTRAVEL	Miscellaneous Travel		Active	Inactive

From 1 to 3 of 3 First Prev Next Last Attachments

Addition of Vendors from Arizona Procurement Portal (APP)

When vendor records are created or updated in APP, an interface document (VCCIV1) is created which will update the information in the Vendor/Customer (VCUST) table in AFIS. All vendors who are registered in APP must make all of their changes in APP and not directly in AFIS. The Vendor/Customer code assigned in AFIS will be the same as the Supplier ID in APP.

Research Updates

The Vendor Customer (VCUST) table stores all of the records for both vendors and customers used in AFIS. The information entered on any of the Vendor Customer Creation (VCC) based documents can be seen in the sections and fields on the VCUST table.

Research a New Vendor on the Vendor Customer Table

Scenario

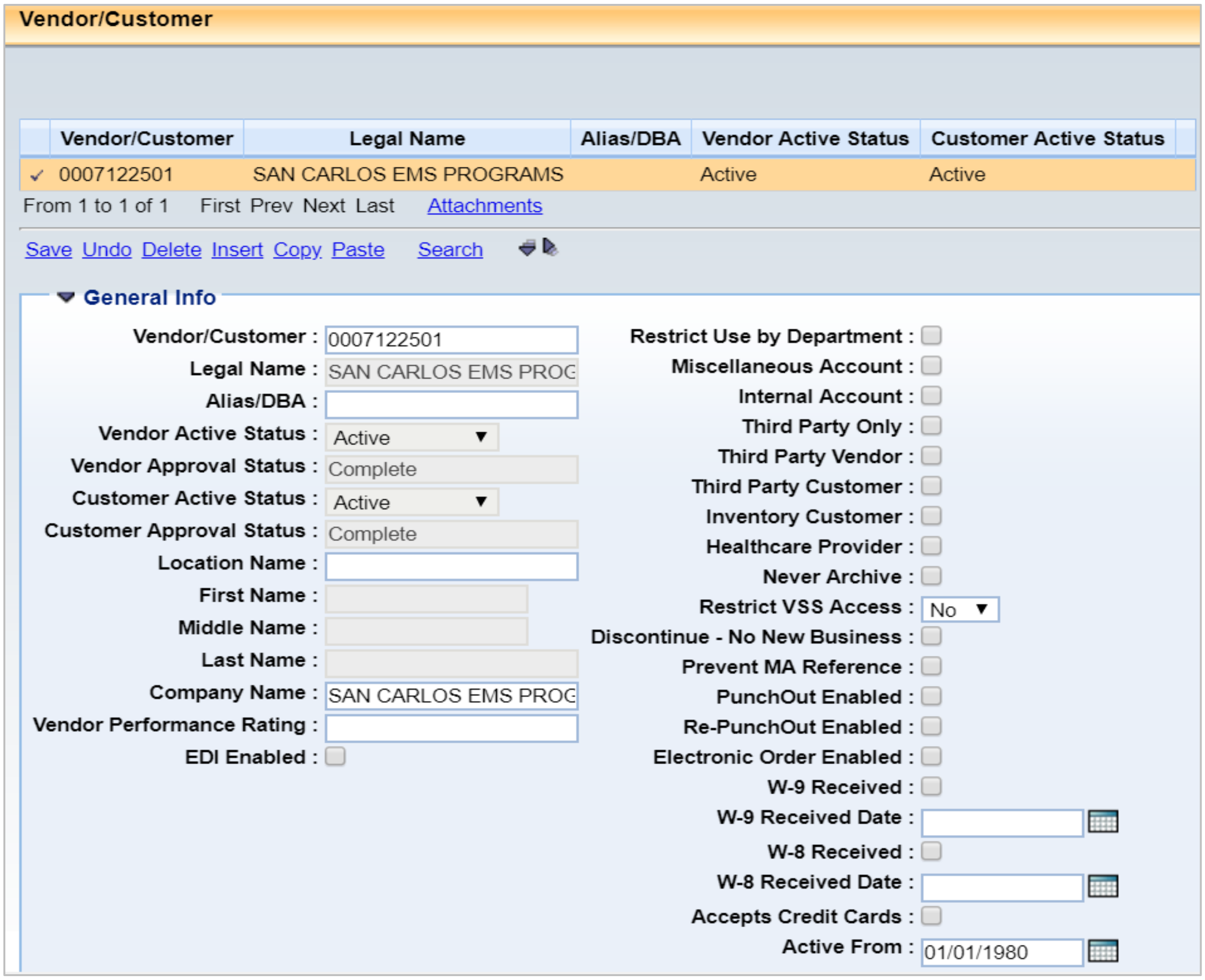
You have created a new vendor record in AFIS, and now you want to verify that the record has been successfully added to the Vendor Customer (VCUST) table.

Login to the **AFIS** Home Page. Navigate to the Vendor Customer table using the Jump to feature.

1. In the **Jump to** field, enter ***VCUST***
2. Click **Go**. The VCUST table opens. A Search popup window opens.

In the Search popup window, search for a vendor record.

1. In the Search window, in the **Taxpayer ID Number** field, enter **265392xxx**, where xxx is your Student Number
2. Click **Ok**. The Vendor/Customer table displays the record



Explore the sections and tabs for the record on the Vendor/Customer table.

1. In the **General Info** tab, observe the Company Name field value
2. In the **Organization** tab, observe the Organization Type field value
3. In the **Address** section, observe the Address Types that exist for the record
4. Click **Home** on the Primary Navigation Panel to return to the Home Page

Modify an Existing Vendor / Customer Record

Section Objectives

In this section, you will:

- Examine the components of the Vendor/Customer Modification document
- Review the data entry requirements for the Vendor/Customer Modification document
- Create a Vendor/Customer Modification document
- Examine the APP interface process for vendor modification
- Research the updates made to the Vendor/Customer and Customer Account Options tables by the Vendor/Customer Modification document

Section Overview

The Vendor Customer Modification (VCM) based document is used to add to, change, or delete existing vendor and customer information stored in AFIS. Only one Vendor/Customer can be updated by the VCM document. This lesson examines the VCM document components and data entry process.

Vendor / Customer Modification Document

Vendor/Customer Modification (VCM) based documents allow users to modify or add to an existing vendor or customer record. Changes submitted through a VCM based document only apply to a single record. Some examples of when a VCM based document should be used include the following:

- Modifying Organization or Prenote/EFT information – GAO Only
- Adding a new address for an existing Vendor/Customer record
- Modifying an existing address
- Modifying a vendor's Legal Address or other 1099 information
- Adding 1099 Reporting Information for a new Taxpayer ID number
- Modifying an existing record's Legal Name or Taxpayer ID Number (TIN)
- Creating an Active vendor when an Active customer already exists, or vice versa

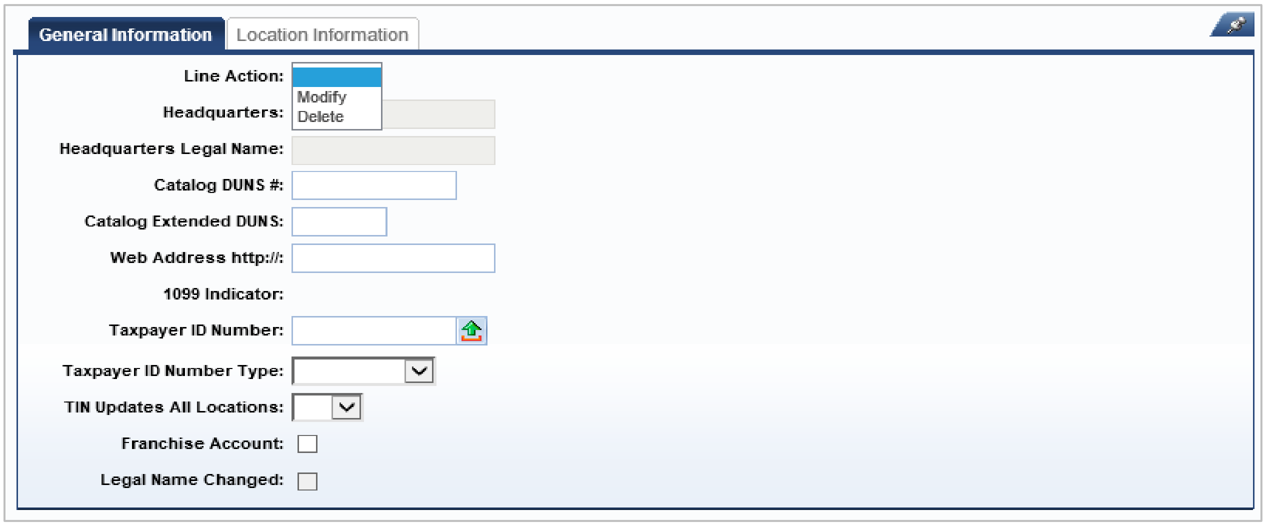
To create or change a Customer Account record, make changes directly in the Customer Account Options (CACT) page. In the CACT you can:

- Add a new Customer Account record
- Modify an existing Customer Account record

Like the VCC based documents, the VCM based documents, with the exception of the VCMIV1 are routed to workflow for approval by the department and by GAO, and they cannot reference or be referenced by any other document in AFIS. The VCM based **documents cannot be copied**, nor can they be modified once the Phase is Final.

Line Action

Within the VCM based document itself, the information is slightly different from the VCC based document. On each line, the Line Action drop down menu allows users to choose what type of action is being done, whether it is modifying or deleting information on a record. There is no Add action/option.



The tabs and fields available for data entry on the document depends on what Line Action is selected. For example, if a new address is being entered, the Line Action is set to New, and the Add New Address tab is used, while the fields on the Modify Existing Address tab are grayed out.

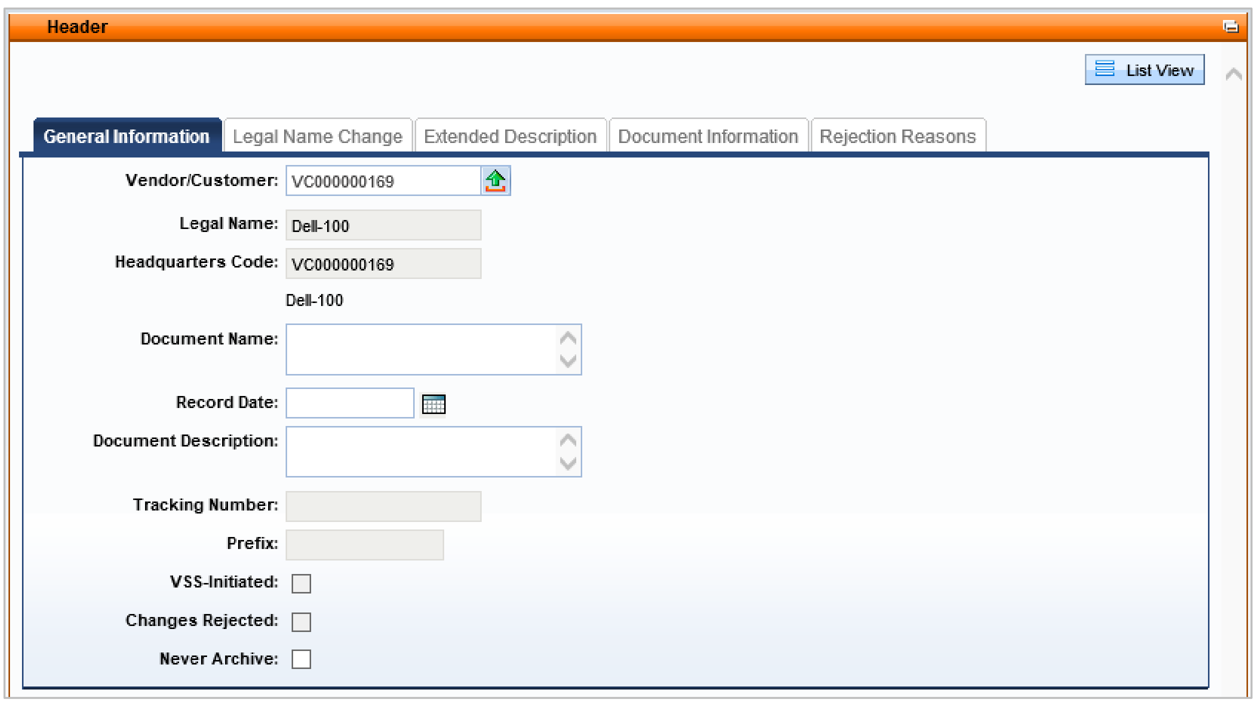
Note: Customer profiles do not need anything other than a billing address. Vendor profiles are required to have a payment and ordering address, and a W-9.

Vendor Customer Modification Document Components

The Vendor Customer Modification (VCM) based document has many components, or sections, that relay detailed information to the Vendor Customer (VCUST) table. Depending on the type of information that requires modification, only certain sections may be used. For each section except the Header, users must click Insert New Line, and select a Line Action that determines how the Vendor/Customer record is being modified.

Header

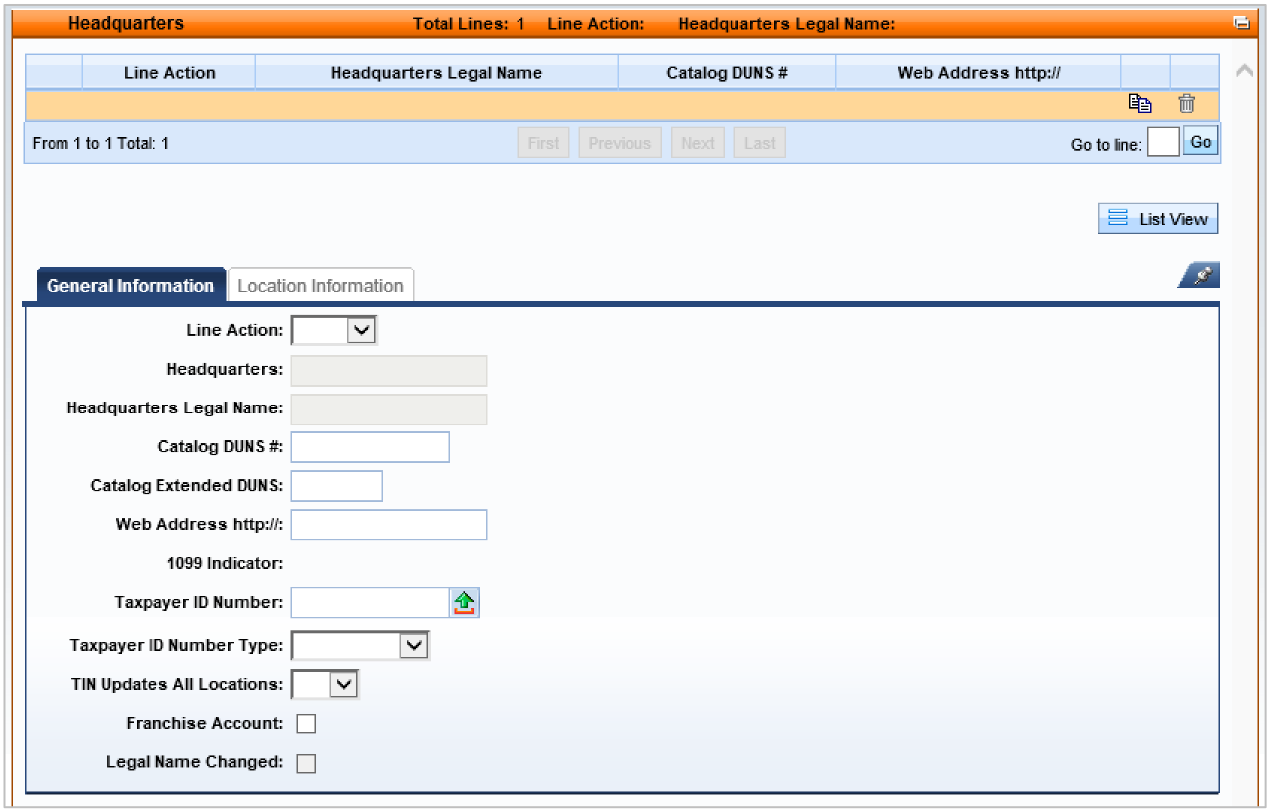
The Header section contains fields that allow the user to specify general information that applies to all sections of the document. The Vendor/Customer that is selected in the General Information tab is the Vendor/Customer whose information is being modified by the document. The Header section is used to change the Legal Name associated with the record. The **Document Description** is a required field and a key communication area for GAO.



Headquarters

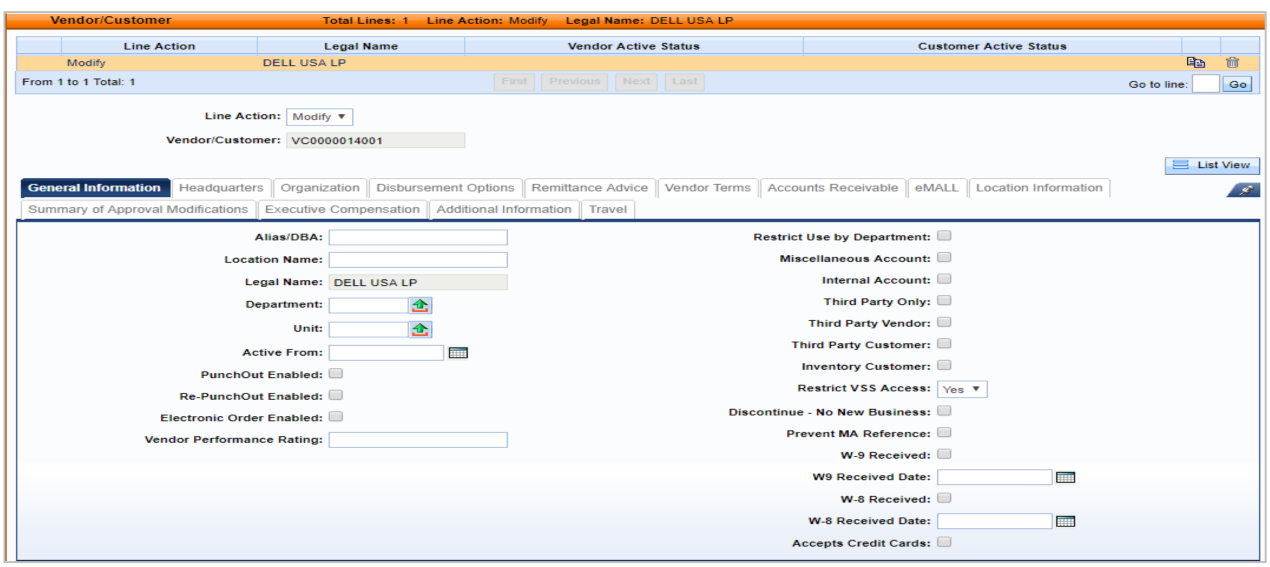
The Headquarters section contains fields that allow the user to modify or delete information for the Headquarters record associated with the Vendor/Customer record.

Note: The headquarters component should only be used when modifying a Tax Identification Number (TIN).



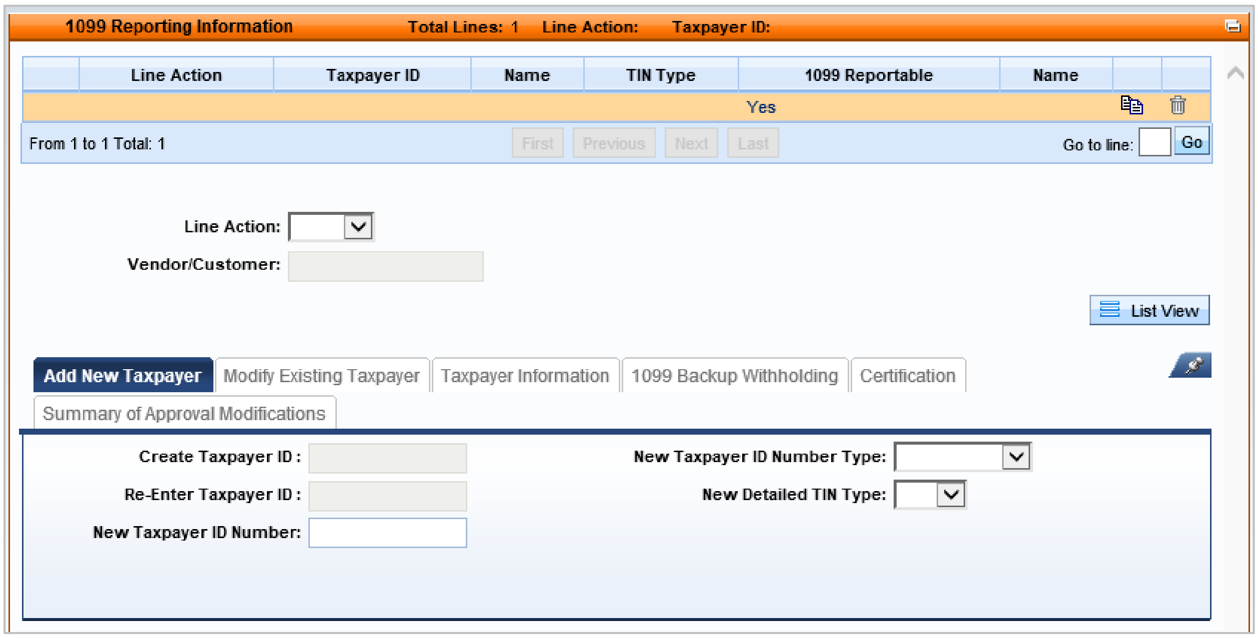
Vendor/Customer

The Vendor Customer section contains fields that allow the user to modify detailed information on the Vendor/Customer record, as well as specify various account indicators such as a Miscellaneous Account option. On the VCM based document, the Miscellaneous Account check box is located on the General Information tab of the Vendor/Customer section.



1099 Reporting Information

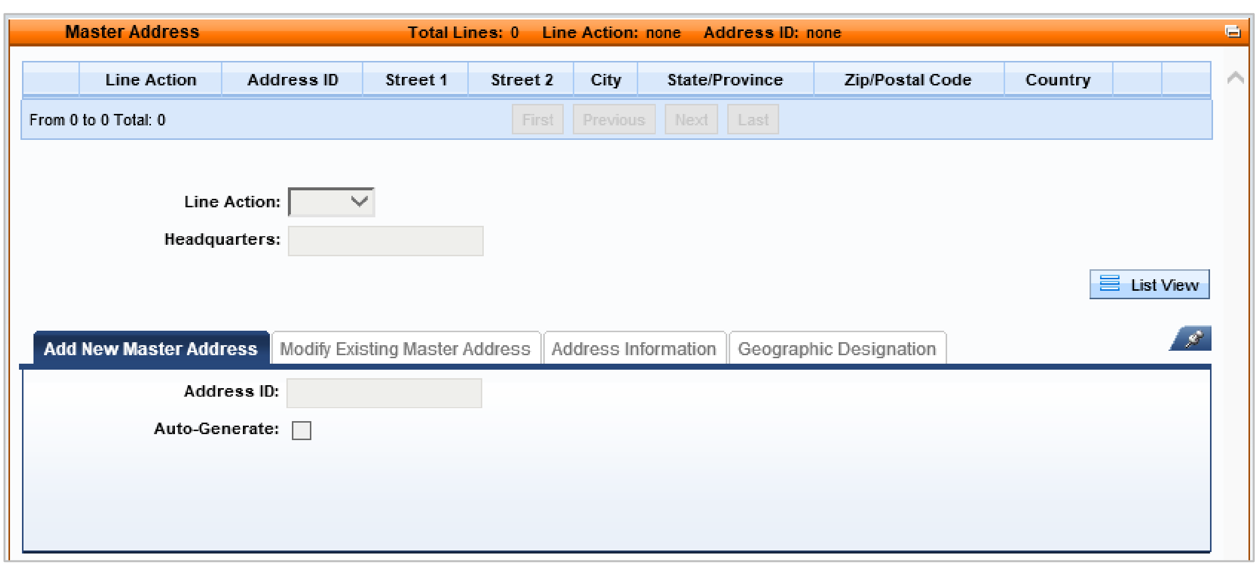
The 1099 Reporting Information section is used to add to or modify existing taxpayer information for the Vendor/Customer record.



Master Address

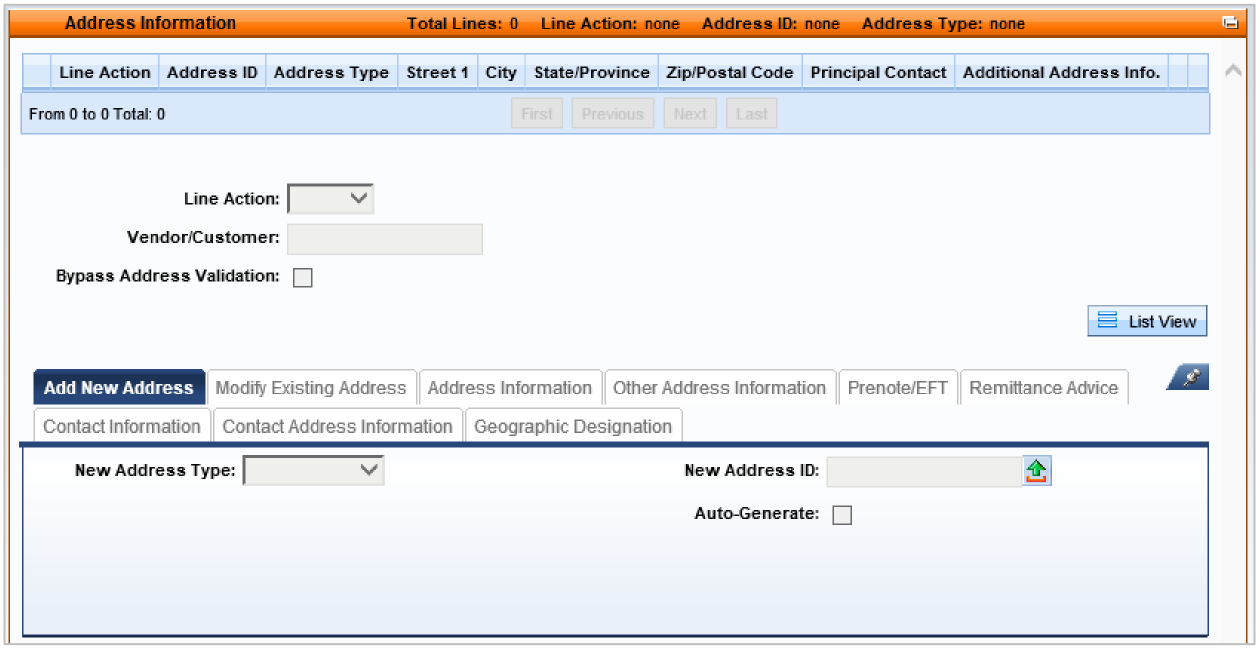
The Master Address section is used to add a new, auto-generated **Master Address to the Headquarters** record, or modify an existing Master Address. Once a Line Action is selected, the tabs for adding a new Master Address or modifying an existing Master Address are used to specify a Master Address code, and the information is entered on the Address Information tab of the Master Address section. Typically, you will never add a Master Address as the address type is required for the address to be useful.

Typically, you will never add a Master Address as the address type is required for the address to be useful. Important: You should never delete an address.



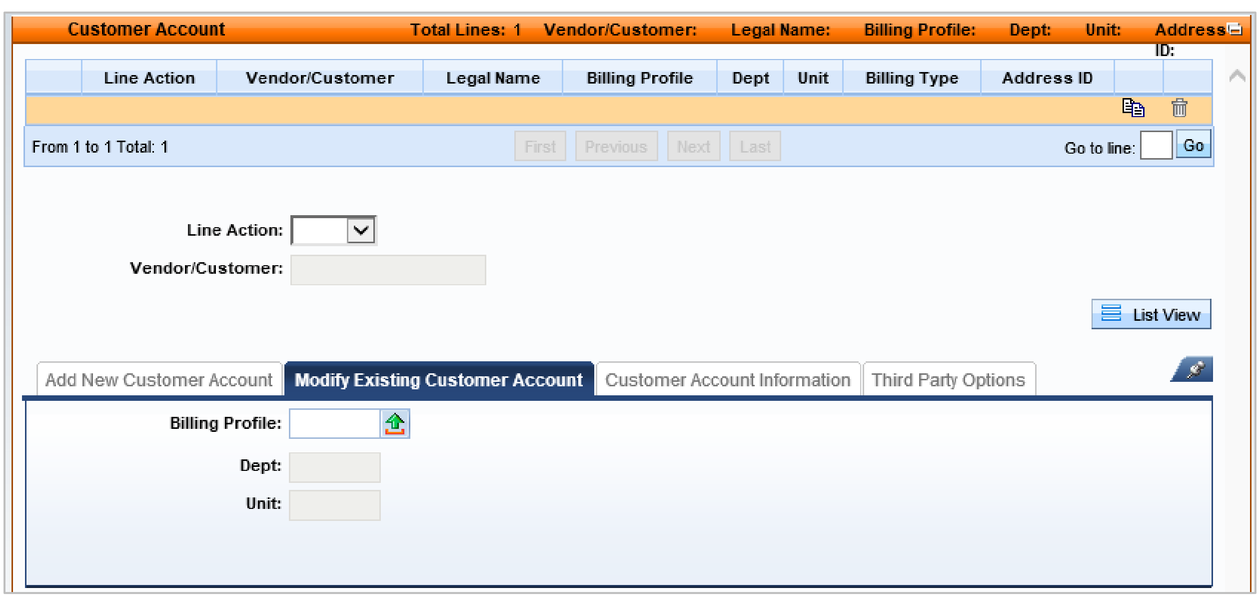
Address Information

The Address Information section is used to add a new address type or modify an existing address for a Vendor/Customer record. It is also used to add to or modify Contact Information for the record.



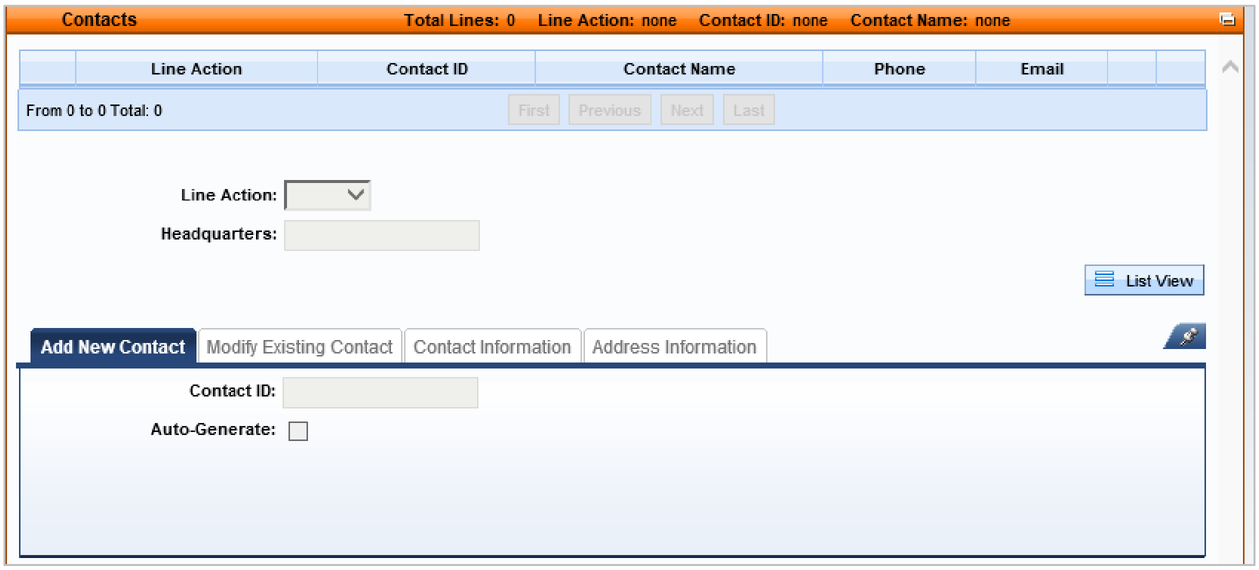
Customer Account

The Customer Account section is used only when working with an existing customer account or adding customer information to an existing vendor record. A new customer account can be added to the record by selecting a Billing Profile and completing the Customer Account Information tab. An existing customer account can be modified or deleted by selecting a Billing Profile on the Modify Existing Customer Account tab and completing the Customer Account Information tab.



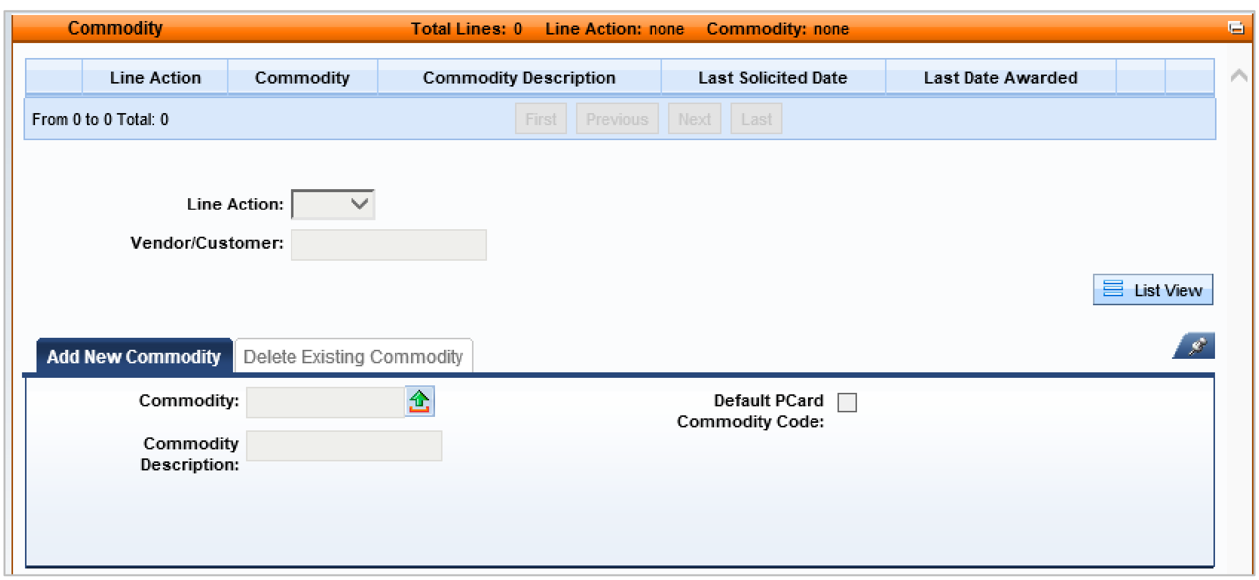
Contacts

The Contacts section is used to add a new contact or modify/delete an existing contact for the Headquarters record.



Commodity

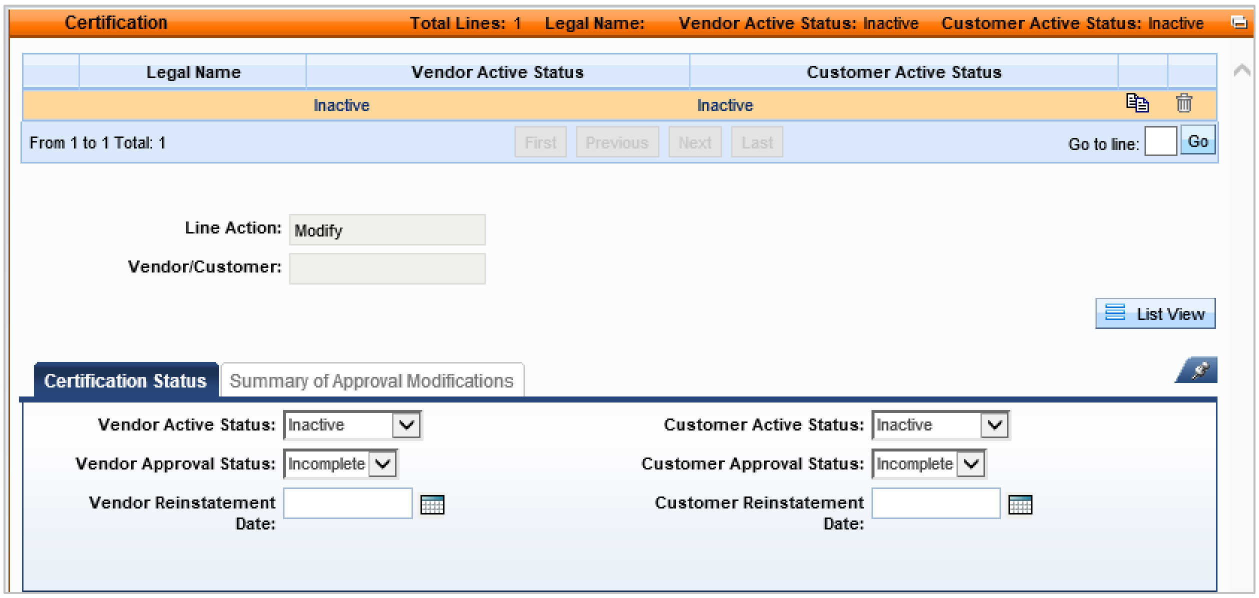
The Commodity section is used to add or delete a commodity that is provided by the vendor. This is an optional component.



Certification

The Certification section is used to modify the Vendor/Customer record certification status as active or inactive and to modify the approval status of the Vendor/Customer.

Note: choose either Vendor, Customer or both if they are both a vendor and a customer.



Vendor Customer Modification Document Data Entry

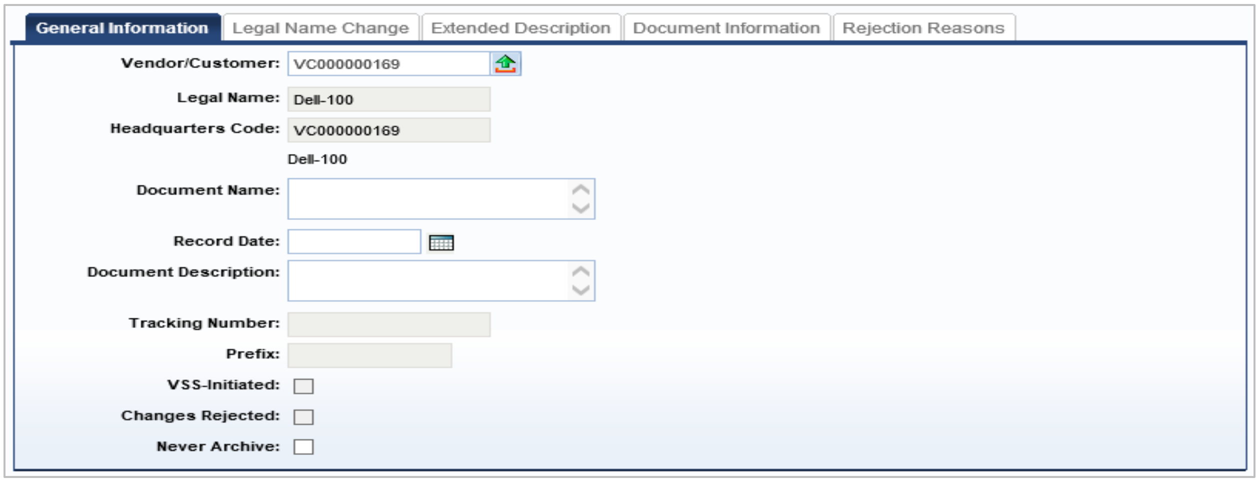
On the Vendor Customer Modification document, the individual sections are only used if changes are required for that section. After selecting a record to modify, users can Insert a New Line on each section that requires modification. The most common modifications are changes to address, status, and creation of additional addresses.

Header

General Information

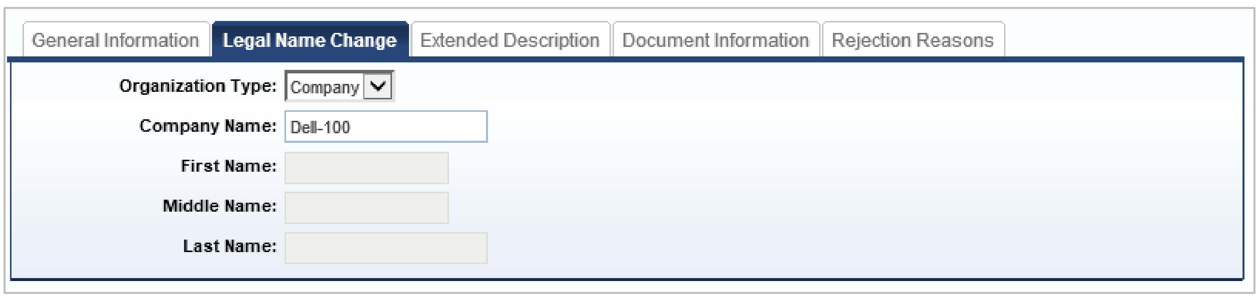
On the General Information tab, the Vendor/Customer field will be populated with the Vendor/Customer code if the document is created by clicking the Modify Existing Record link at the bottom of the Vendor/Customer (VCUST) table. Otherwise, select the Vendor/Customer code using the Pick List. In the Header, General Information tab, the following fields are available:

- **Document Name** – Enter a name for the document, this field is optional
- **Document Description** – Enter a clear description of the document, this field is required
- **Extended Description** – Enter more description if necessary, this field is optional



Legal Name Change

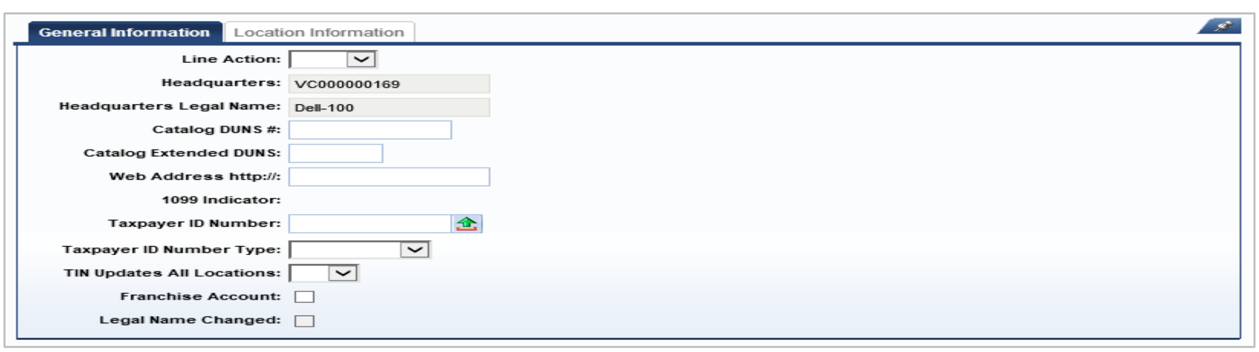
The Legal Name Change tab on the Header is used in combination with the Headquarters section when modifying either a vendor or a customer name. When modifying a company, the Company Name field is used. When modifying an individual, any of the fields can be used.



Headquarters

General Information

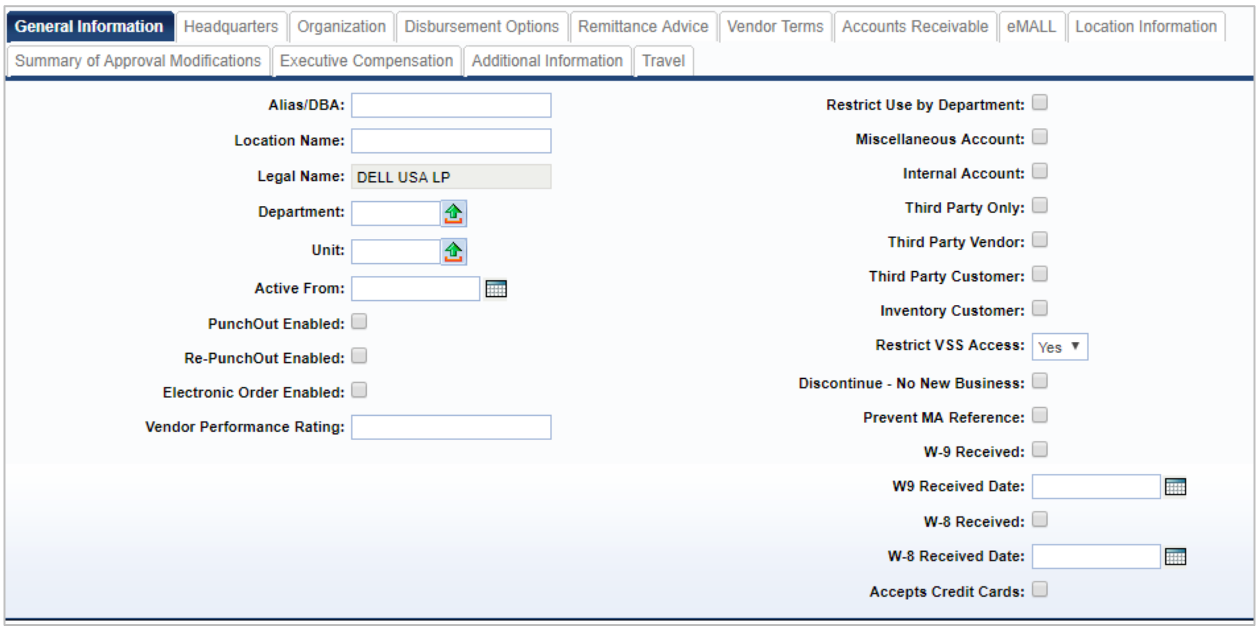
When modifying the name of a vendor or customer, a new line is inserted on the Headquarters section with a Line Action of Modify, and Load Values selected. This enables the Header Legal Name Change modification.



Vendor/Customer

General Information

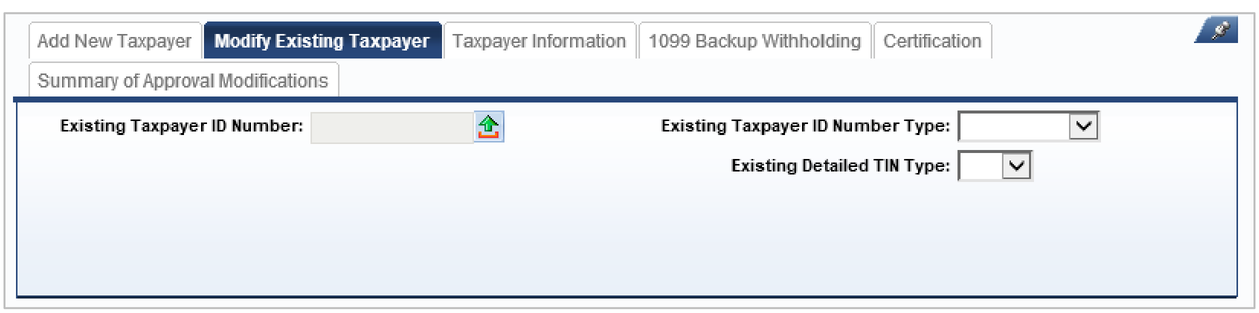
The General Information tab on the Vendor/Customer section is used in combination with the Authorized Department section when restricting a vendor to use by certain departments. By checking the Restrict Use by Department check box, the vendor can only be used by departments listed in the Authorized Department section. Only in very special circumstances will this be used, almost all vendors should be available for statewide use.



1099 Reporting Information

Modify Existing Taxpayer

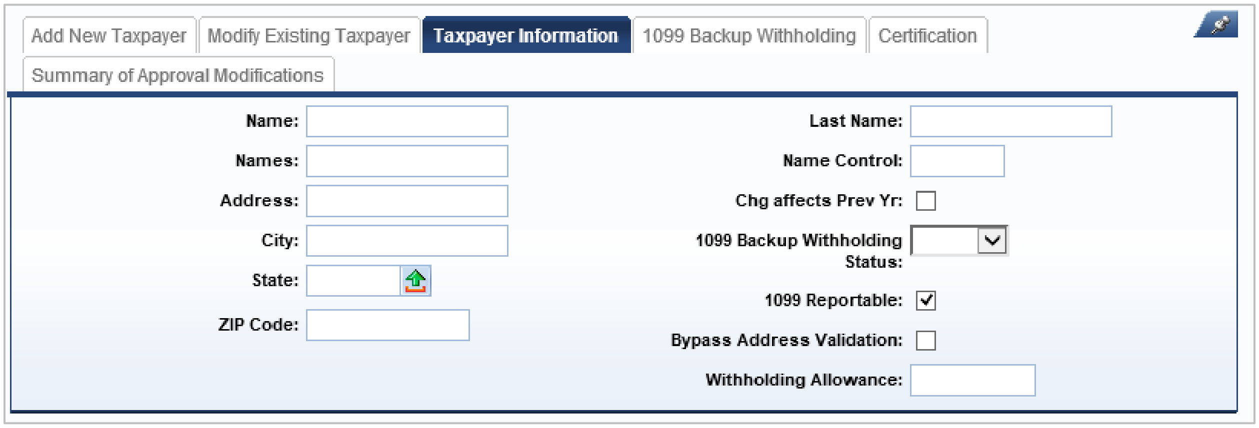
When updating the Legal Name for a vendor's 1099 reporting information, in the 1099 Reporting Information section, the user first clicks Insert New Line, sets the Line Action to Modify, and then clicks Load Values. This section should always match the 1099 address section on the latest W9 received.



The Taxpayer ID Number that requires modification is selected on the Modify Existing Taxpayer tab, before navigating to the Taxpayer Information tab.

Taxpayer Information

When the Legal Name change is applied to the 1099 Reporting Information and Load Values is selected, the Taxpayer Information Name field will update.

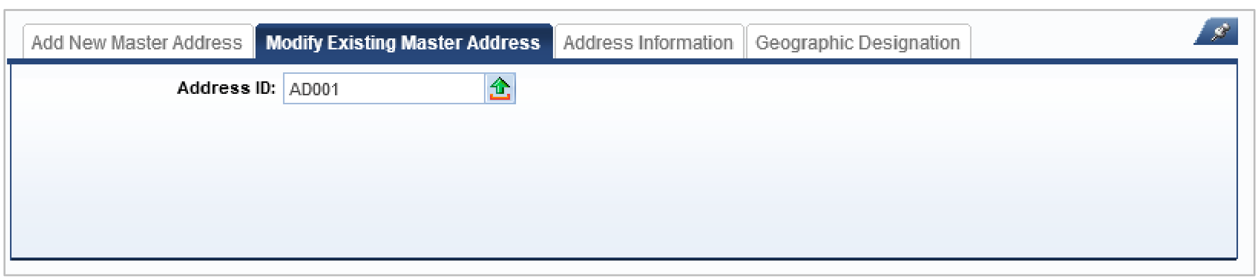


Master Address

The Master Address section is used when modifying either vendor or customer account master addresses. This will modify all address types for the address ID entered.

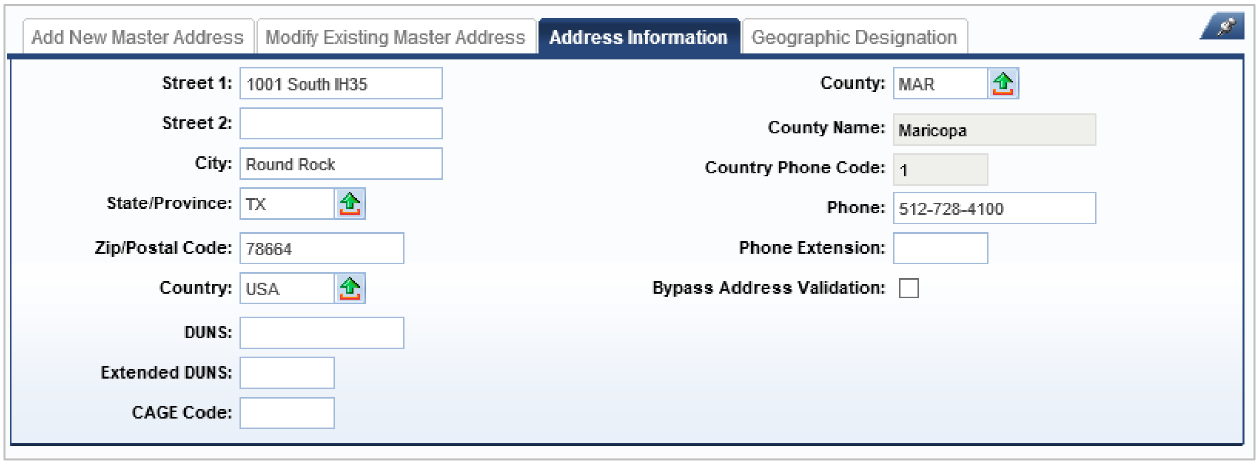
Modify Existing Master Address

On the Modify Existing Master Address tab, the user first clicks Insert New Line, sets the Line Action to Modify, and then clicks Load Values. The Address ID field is used to select the Address that requires updating before navigating to the Address Information tab within the Master Address section.



Address Information

The Address Information tab is used to modify the address fields with the correct information for the Address ID selected on the Modify Existing Master Address tab.

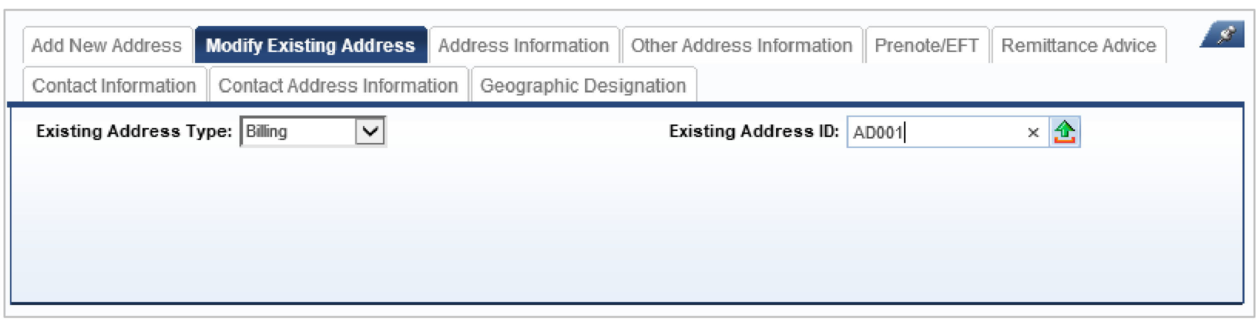


Address Information

The Address Information section is used when adding a new address type on the Add New Address tab, or modifying information associated with an address type through the Modify Existing Address tab.

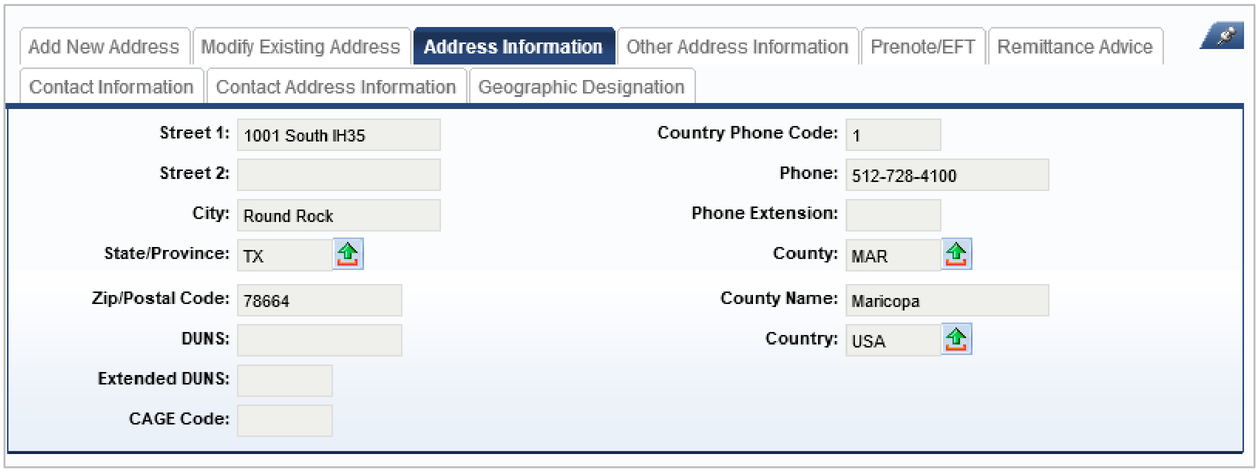
Modify Existing Address

The user cannot update the physical address on this tab. **It is grayed out for the user**. The physical address associated with an ID is updated on the Master Address tab. Here is where you can add a new billing address for example and associate it with an ID, or update contact information on an existing address type. If the address is no longer valid, then the user should modify the active to date for the vendor.



Address Information

The Address Information tab is used to view the address information for the Existing Address ID selected on the Modify Existing Address tab.



Authorized Dept.

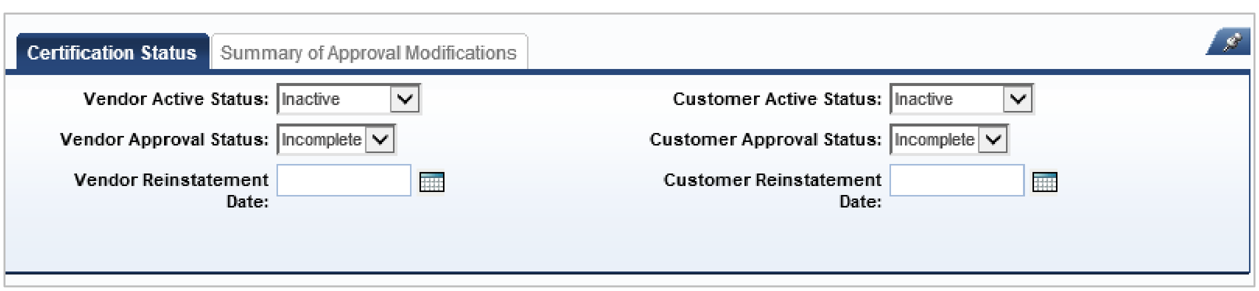
Add New Department

When restricting a vendor to specific departments, on the Add New Department tab, the user first clicks Insert New Line, and then clicks Load Values. In the Department field, the Pick List is used to select the department. The Authorized by field can also be completed using the Pick List. **This will rarely be used; almost all of the vendors should be able to be used Statewide.**

Certification

Certification Status

When a vendor or customer record status needs to be changed, the Certification Status tab is used. The user first clicks Insert New Line and then clicks Load Values. The Active Status and Approval Status fields for either the vendor or customer account can then be updated to the correct value.



Modify a Vendor / Customer Record

When a request is received to modify the information on a Vendor/Customer record, the Vendor/Customer (VCUST) table can be used to locate the record and create the Vendor/Customer Modification (VCMD1) document by clicking the Modify Existing Record link.

Modify a Vendor / Customer Record

Scenario

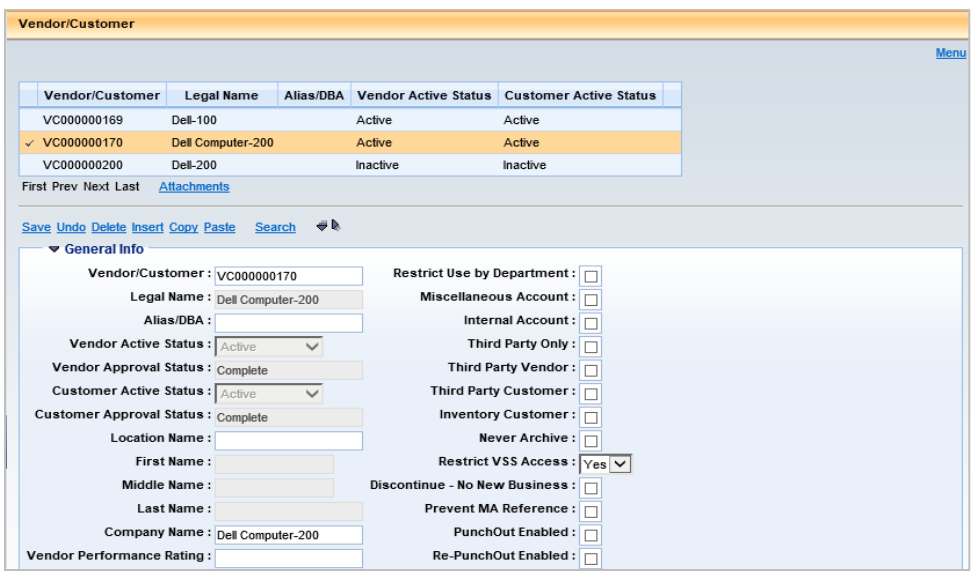
The State of Arizona wants to purchase 1000 new laptop computers from the computer manufacturer, Dell. You know that Dell is already an established vendor in AFIS and requires updates for new address details. Before creating a delivery order, the vendor's new address needs to be added. You will use the VCUST table to locate the record and create a Vendor/Customer Modification (VCMD1) document to make the necessary updates to the account.

Login to the **AFIS** Home Page. Navigate to the Vendor/Customer table.

1. In the **Jump to** field, enter ***VCUST***
2. Click **Go**. The VCUST table opens. A search popup window opens.

Search for the record that requires updating.

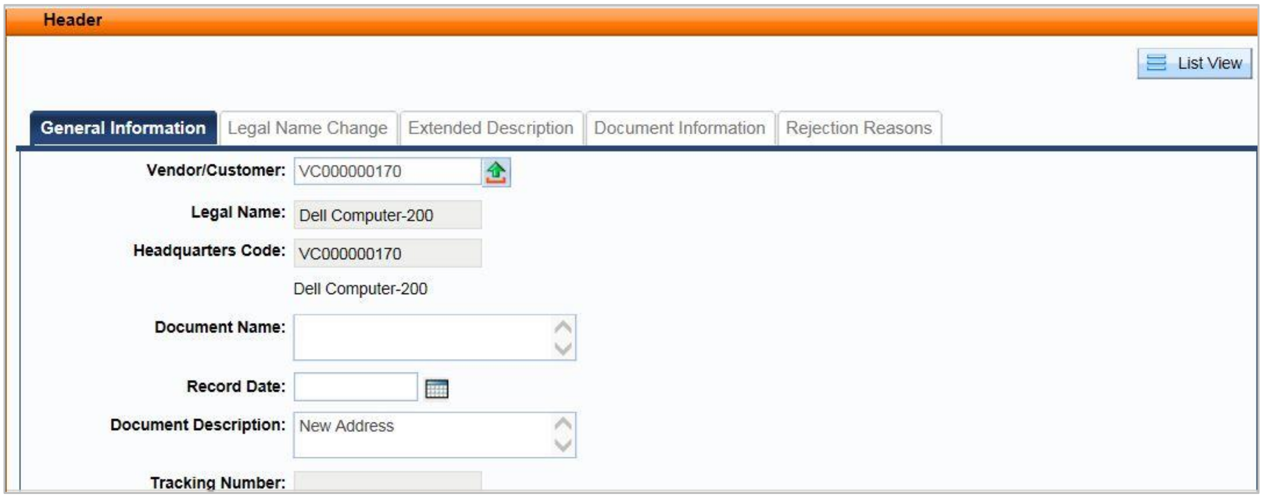
1. In the Search window, in the **Taxpayer ID Number** field, enter **265392xxx,** where xxx is your Student Number
2. Click **Ok**. The Vendor/Customer table opens with the record displayed



Navigate to the Address Information section and create a VCMD1 document.

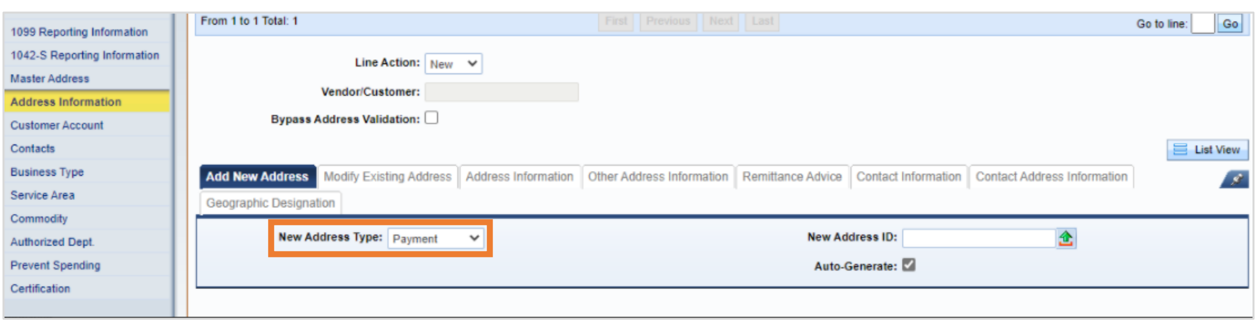
1. In the Secondary Navigation Panel, click **Address**
2. At the bottom of the screen, click **Add New Address**

3. In the Create Document window, select the VCMD1 Document on the grid, in the **Document Department Code** field, enter ***xxx***, your student number
4. Check the **Auto Numbering** check box
5. Click **Create Document.** The VCMD1 document opens
6. In the Header, in the **Document Description** field, enter ***New Address***



Enter new address data.

1. In the Document Navigation Panel, click **Address Information**
2. From the **New Address Type** drop down menu, select **Payment**
3. Check the **Auto-Generate** check box



4. Click the **Address Information** tab

Add the new address information.

1. In the Street 1 field, enter ***155532 E. Railroad Drive***
2. In the Street 2 field, enter ***Suite 3055***
3. In the City field, enter ***Dallas***
4. In the State field, enter or select *TX*
5. In the Zip Code field, enter ***99992***

6. From the Country Pick List, select ***USA***
7. Click **Save**

Validate and **Submit** the document, steps:

1. Click **Validate** to check for errors. If any errors exist, correct the errors and click **Validate** again. If the validation is successful, the following message is displayed in the upper left corner of the screen: **Document validated successfully**
2. Click **Submit** to submit the document to workflow for approval
3. Click **Close**
4. Click **Home** in the Primary Navigation Panel to return to the Home Page

Modification of Vendors from Arizona Procurement Portal (APP)

When vendor records are created or updated in APP, an interface document (VCMIV1) is created which will update the information in the Vendor/Customer (VCUST) table in AFIS. All vendors who are registered in APP must make all of their changes in APP and not directly in AFIS. The only modifications to an APP vendor allowed are to activate the Customer side of the profile and to add or update the billing address information.

Research a Vendor / Customer Record

Updates made by modification documents can be researched on the Vendor/Customer (VUCST) table and Customer Account Options (CACT) table.

Research a Vendor / Customer Record

Scenario

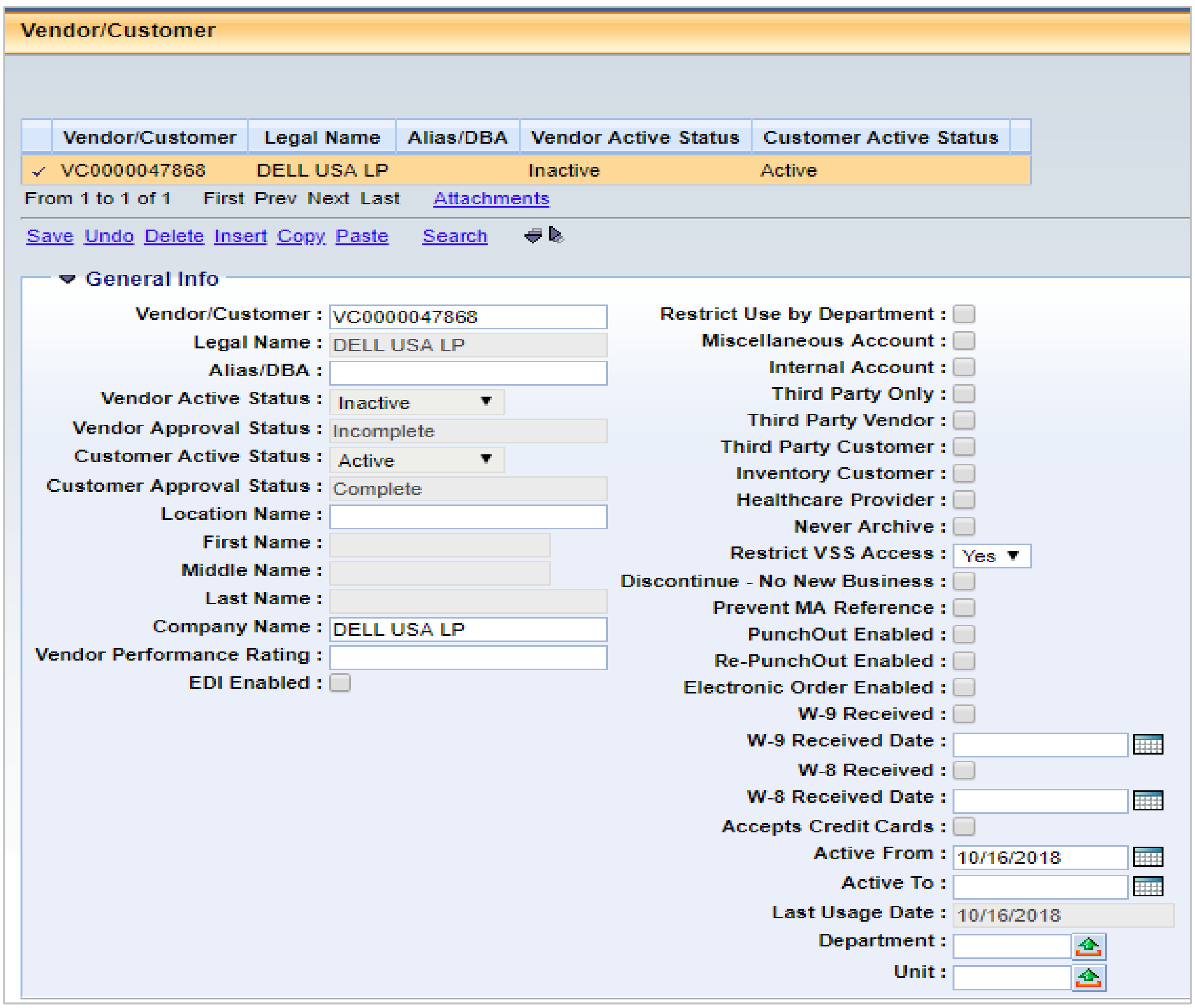
After processing the updates on a customer account record, you want to verify the changes have been made on the VCUST and CACT tables in AFIS.

Login to the **AFIS** Home Page. Navigate to the Vendor Customer Table using the Jump To feature.

1. In the **Jump to** field, enter ***VCUST***
2. Click **Go**. The VCUST table opens. A Search popup window opens

In the Search popup window, search for a vendor record.

1. In the Search window, in the **Taxpayer ID Number** field, enter **265392xxx,** where xxx is your Student Number
2. Click **Ok**. The Vendor/Customer table displays the record

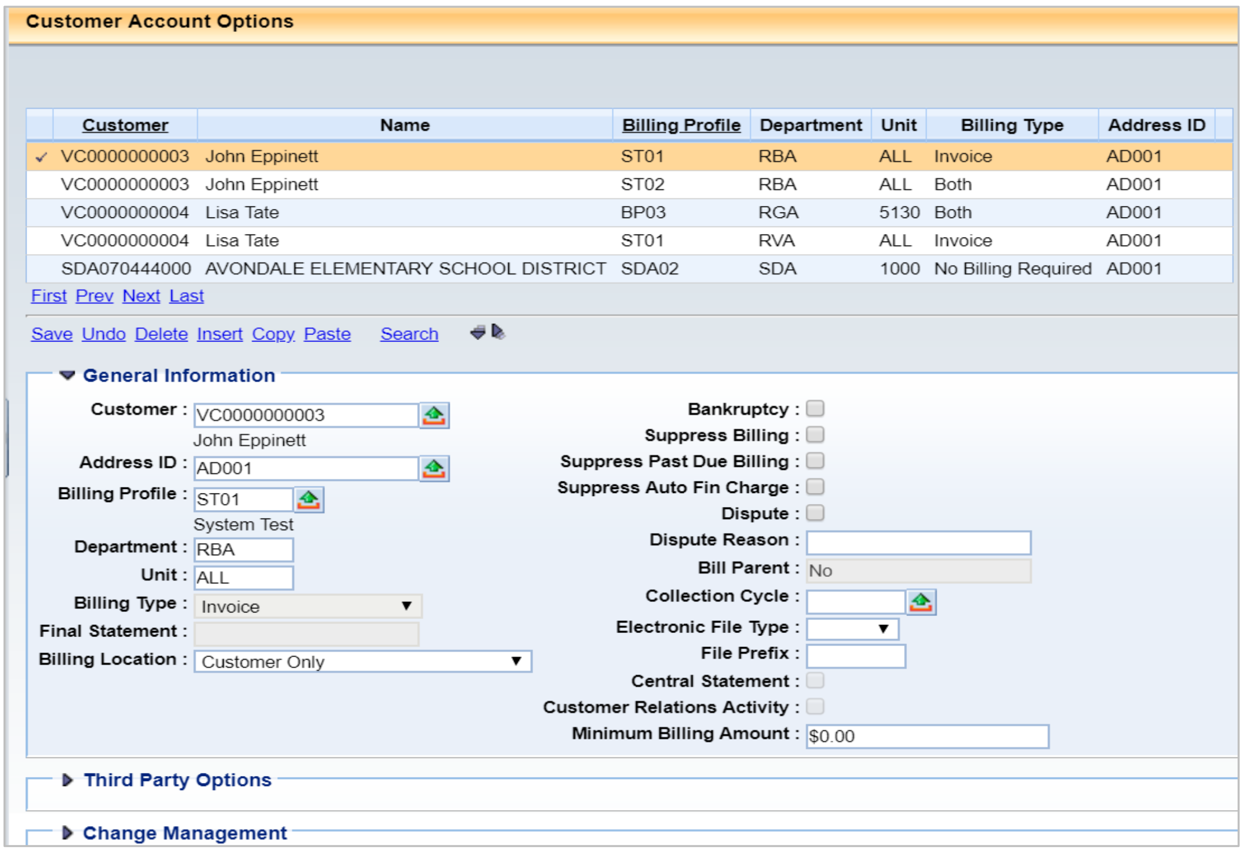


Explore the sections and tabs for the record on the Vendor/Customer table.

1. In the **General Info** tab, observe the Legal Name and Company Name field values
2. In the **Address** section, observe the Address Types that exist for the record
3. Select the line for the Billing Address Type
4. Observe the Address Information for the record
5. When you are finished, click **Home** to return to the Home Page

Navigate to the Customer Account Options table.

1. In the **Jump to** field, enter ***CACT***
2. Click **Go**. The Customer Account Options tab opens



Search for the customer account.

1. Click **Search**
2. In the Search popup window, in the **Customer** field, enter the data from ***training data information***
3. Click **Ok**. The Customer Account Options table displays the record

Review the information for the customer account.

1. In the General Information for the record, observe the name that is displayed for the record
2. Click **Home** in the Primary Navigation Panel to return to the Home Page

Vendor ACH Data

Section Objectives

In this section, you will:

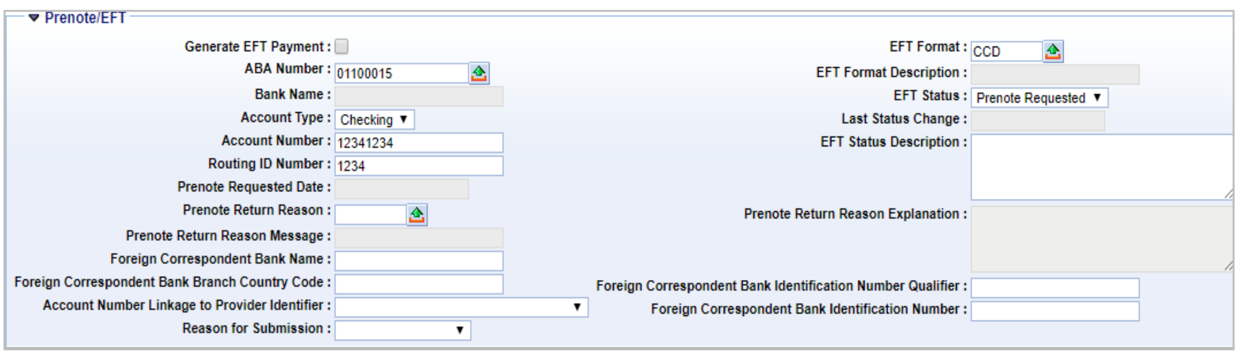
- Identify the vendor ACH/EFT data in the Vendor/Customer table

Section Overview

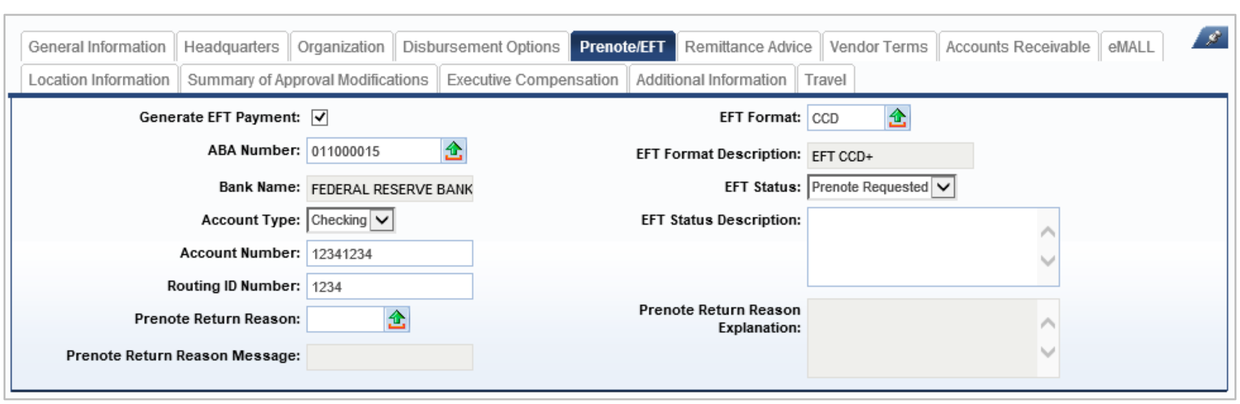
Vendors can provide originally or update GAO with their ACH/EFT data by submitting a paper form to GAO for data entry on a Vendor/Customer Creation – ACH (VCCE1) document or Vendor/Customer Modification - EFT (VCME1) document. Only authorized users will be able to use the VCCE1 or VCME1 documents or see the fields that these documents update on the Vendor/Customer (VCUST) table.

Identify Vendor ACH/ EFT Data

On the Vendor/Customer (VCUST) table, for a selected vendor, the Vendor/Customer section Prenote/EFT tab will display the bank account and routing information used for payments. The Bank Account number will be masked.



The information in this section can be updated by creating a Vendor/Customer Modification - EFT (VCME1) document with the fields on the Prenote/EFT tab completed with the information received from the vendor on the paper form. Only select individuals at GAO have security to use the (VCME1) document.



Note: Vendors who do not enter their remit to/payment terms in APP will not have an active vendor profile created on the VCUST table in AFIS.

Verify ACH / EFT Information

Vendor/Customer Modification documents can be created by selecting the desired record in the Vendor/Customer (VCUST) table and clicking the Modify Existing Record link. The updates can be tracked on the VCUST table.

Enter Vendor ACH /EFT Information

Scenario

Apple Inc. has called to ensure that they provided the proper information when their account was initially established in AFIS. This information was entered on a Vendor/Customer Modification – EFT (VCME1) document.

Login to the **AFIS** Home Page. Navigate to the Vendor / Customer Table.

1. In the **Jump to** field, enter ***VCUST***
2. Click **Go**. The VCUST table opens. A search popup window opens

Search for the record that requires updating.

1. In the Search window, in the **Taxpayer ID Number** field, enter Apple Inc.'s TIN ***201234567***
2. Click **Ok**. The Vendor/Customer table opens with the record displayed

Vendor/Customer

	Vendor/Customer	Legal Name	Alias/DBA	Vendor Active Status	Customer Active Status
✓	APPLE INC.	Apple Inc.		Active	Inactive
	APPLE-100	Apple Inc.		Inactive	Inactive
	APPLE-101	Apple Inc.		Inactive	Inactive
	APPLE-200	Apple Inc.		Active	Active

First Prev Next Last Attachments

Search for the Prenote/EFT section in the Vendor/Customer component of the VCUST page.

1. By default, the General Info section of the Vendor/Customer page displays
2. In the Secondary Navigation Panel, click **Prenote/EFT**
3. The Prenote/EFT section is displayed. In the **Generate EFT Payment** check box, verify that the check box is checked
4. In the **ABA Number** field, verify that ***011000138*** is entered
5. In the **Bank Name** field, verify that ***Bank of America, N.A.*** is entered

6. In the Secondary Navigation Panel, click **Close**

Note: All Vendors must provide their Account Number to GAO before GAO will provide additional information to them.

Resource Section

Appendix A – Terminology

Term	Description
Electronic Funds Transfer (EFT)	The electronic movement of data between banks which results in a fund transfer between bank accounts.
Primary Navigation Panel	A menu at the top of the screen that allows quick navigation to specific pages via Jump to, Home, and Help icons.
Record	Individual entries in tables that contain the related information for the entry.
Reference Table	Used to store information within the system
Secondary Navigation Panel	A menu that changes depending on what type of page the user is on. The Home Page includes standard options and access to History and Favorites. Multi-page tables include menus to navigate through sections of a table. Documents include menus to navigate through sections and features of a document.
Taxpayer ID Number (TIN)	The number used by the Internal Revenue Service to identify taxpaying entities.
Vendor/Customer	In AFIS, vendors and customers are established and maintained within the same Vendor/Customer table (VCUST). A vendor can also be a customer allowing a user to enter information only one time when a particular contact is both a vendor (payable) and a customer (receivable).
Vendor/Customer Code	The unique identifier assigned to the Vendor/Customer.
Vendor/Customer Creation (VCC) Document	A document used to add new records to the Vendor/Customer (VCUST) table, 1099 Reporting Information (1099I) table, and the Customer Account Options (CACT) table. The VCC based documents (VCCD1, VCCE1 and VCCG1) that are created in AFIS are routed through workflow for approval. The vendor records created in APP will integrate to AFIS to create a final VCCIV1 document.
Vendor/Customer Modification (VCM) Document	The VCM based document is used to modify or add to an existing vendor or customer record. This document is used to update Vendor/Customer table information, Customer Account Options table information, and 1099 Reporting Information table information. The VCM based documents (VCMD1, VCME1 and VCMG1) that are created in AFIS are routed through workflow for approval. The vendor records modified in APP will integrate to AFIS to create a final VCMIV1 document.
Vendor/Customer (VCUST) table	The primary repository for vendor and customer information. Records may be defined for use as a vendor, a customer, or both. Records are added to this table through a Vendor Customer Creation (VCC) based document and modified through a Vendor Customer Modification based (VCM) document. Multiple VCC & VCM documents are available depending on the user establishing the vendor or customer.

Appendix B – List of Acronyms

Acronym	Definition
1099I	1099 Information table
ACH	Automated Clearing House
AFIS	Arizona Financial Information System
BPRO	Billing Profile table
CACT	Customer Account Options
CUSTA	Customer Account Information
DBA	Doing Business As
EFT	Electronic Funds Transfer
GAO	General Accounting Office
RE	Receivable
TIN	Taxpayer Identification Number
VCCD1	Vendor Customer Creation – Department
VCCE1	Vendor Customer Creation – EFT
VCCG1	Vendor Customer Creation – GAO
VCCIV1	Vendor Customer Creation – Arizona Procurement Portal (APP)
VCMD1	Vendor Customer Modification – Department
VCME1	Vendor Customer Modification – EFT
VCMG1	Vendor Customer Modification – GAO
VCMIV1	Vendor Customer Modification – Arizona Procurement Portal (APP)
VCUST	Vendor Customer Table